



SALE TRANSACTIONS

This section describes the steps necessary to complete a Credit or Debit card sale. Please note that if additional transaction prompts are enabled they will present themselves in the flow of the transaction, for example: If Clerk ID is enabled then you will also be prompted to enter the Clerk ID during the transaction. Sale transactions demonstrated in this section are the following:

EMV Credit Sale

Credit AVS

- Credit Swiped
 - Credit with Card Code
 - Multi-Merchant Sale
- Credit Manual Entry
- Debit Sale

Cash Sale

When Signature Capture is enabled you will be prompted to request a signature on the screen.

CREDIT CARD SALE: EMV CHIP CARD (SIGNATURE)



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Use the chart below to process a credit card sale when the credit card is inserted at the point of sale.

STEP ACTION **TOUCH SCREEN DISPLAY** 1 2 🖻 🔒 11:07 PI Press the **CREDIT** icon on your terminal home screen. A new screen will appear with the following options: 1 \$ SALE, RETURN, VOID, AUTH, TICKET and BALANCE. Debit See diagram> × Ş AUTH (\$) Cas Press SALE icon to reach SALE entry screen. See 2 diagram> \bigcirc \cap 3 4 察 🔒 11:07 PN 😤 🖣 11:07 PM CREDIT SALE Enter Amount 3 Enter the SALE amount and press OK. See diagram> \$25.00 Tap, Insert, Swipe or 2 3 1 Enter Card # 5 4 6 \$25.00 A prompt will appear asking your customer to tap, 7 8 9 4 insert, swipe or enter their card number manually. Tap (contactless only) or insert chip card. See diagram> 0 OK



CREDIT CARD SALE: EMV CHIP CARD (SIGNATURE)

STEP	ACTION	TOUCH SCREEN DISPLAY
5	The sale will be processed and the transaction will be declined or approved. <i>See diagram></i>	5 • • • • • • • • • • • • • • • • • • •
6	A prompt will then appear asking for your customer's signature. Once signed, press OK. <i>See diagram></i>	APPROVAL TAS593
7	Sales receipts will be printed with details of the transaction. <i>See diagram</i> >	Printing Receipt

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CREDIT CARD SALE: SWIPED (MSR)

Use the chart below to process a credit card sale when the credit card is swiped at the point of sale.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Press the CREDIT icon on your terminal home screen. A new screen will appear with the following options: SALE, RETURN, VOID, AUTH, TICKET and BALANCE. <i>See diagram</i> >	2 Credit Debit Credit E
2	Press SALE icon to reach SALE entry screen. See diagram>	EBT Food Cash
3	Enter the SALE amount and press OK . <i>See diagram</i> >	 3
4	A prompt will appear asking your customer to tap, insert, swipe or enter their card number manually. Swipe the credit card. <i>See diagram></i>	1 2 3 ((*)) 1 2 3 Tap, Insert, Swipe or Enter Card # 4 5 6 \$25.00 7 8 9 \$25.00
5	The sale will be processed and the transaction will be declined or approved. <i>See diagram</i> >	CREDIT Sale
6	A prompt will then appear asking for your customer's signature. Once signed, press OK. <i>See diagram></i>	Sign here:
7	Sales receipts will be printed with details of the transaction.	APPROVAL TAS593 Clear OK Cancel ⊲ ○ ≡ ⊲ ○ ≡

CREDIT CARD SALE: MANUAL ENTRY (CARD NOT PRESENT)

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Use the chart below to process a credit sale when the credit card number and expiration date are manually entered at the point of sale using the terminal's key pad.

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It is always a best practice to insert the chip card into the terminal's EMV card reader. Manual entry of a card number should be done only when necessary.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Press the CREDIT icon on your terminal home screen. A new screen will appear with the following options: SALE, RETURN, VOID, AUTH, TICKET and BALANCE. <i>See diagram</i> >	2 Credit Debit EBT Cash
2	Press SALE icon to reach SALE entry screen. See diagram>	$\begin{array}{c} \hline \\ \hline $
3	Enter the SALE amount and press OK . <i>See diagram></i>	3 CREDIT SALE Enter Amount \$25.00 (((()))
4	A prompt will appear asking your customer to tap, insert, swipe or enter their card number manually. Tap on the text that says Enter Card #. <i>See diagram></i>	$ \begin{array}{c ccccccccccccccccccccccccccccccccccc$

CREDIT CARD SALE: MANUAL ENTRY (CARD NOT PRESENT)

STEP	ACTION	TOUCH SCREEN DISPLAY
5	Enter card number and press OK . <i>See diagram></i>	5 • • • • • • • • • • • • • • • • • • •
6	Enter expiry date and press OK . <i>See diagram></i>	$ \begin{array}{cccccccccccccccccccccccccccccccccccc$
7	Press YES if card is present or press NO if card is not present. <i>See diagram></i> Note: If card is not present follow the prompts to enter AVS and Card Code security information.	7 ● ● ● 1107 PM ● ● ● 1107 PM ● ● ● 1107 PM ENTER CID 1234 IS CARD PRESENT ? ●
8	If the card is present you will be asked to enter a CID number, followed by a ZIP CODE and address. Use the alphanumeric keypad to do this. If the card is not present, follow the prompts to enter AVS and card code security information. <i>See diagram></i>	Yes No q wertyulop a s d f g h j k l z x c v b n m < abc 123 - 0K $d O \equiv d O \equiv$
9	Once the correct information is entered the sale will be processed and the transaction will be declined or approved. <i>See diagram</i> >	
10	Sales receipts will be printed with details of the transaction. Once completed the terminal will return to idle prompt. <i>See diagram</i> >	APPROVAL TAS593 \triangleleft \bigcirc \triangleleft \bigcirc \triangleleft \bigcirc

CREDIT CARD SALE: AVS & CARD CODE (CVV, CVC, CID)

- Use the chart below to process a credit sale when AVS options have been enabled. The following instructions depict AVS settings of Manual Entry when Card is NOT Present. Please note that AVS prompts during a transaction will vary depending on individual configuration. To learn more about setting AVS options and configurations, see page 153.
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- It is recommended you check with your merchant bank prior to changing AVS settings in your terminal.
- When the Card Code option is enabled the terminal will prompt during the transaction for the three digit code on the back of the card or the four digit code on the front of the card for American Express & Discover cards. Please note Card Code needs to be enabled in the Set Up Menu for Credit/Debit. To learn more about Card Code options and configurations, see page 150.
- Swiping VISA prompts for a CVV2 code, 3 digits found on the back of the card.
 - Swiping MasterCard prompts for CVC2 code, 3 digits found on the back of the card.
 - Amex & Discover prompts for CID code, 4 digits found on front of the card.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Press the CREDIT icon on your terminal home screen. A new screen will appear with the following options: SALE, RETURN, VOID, AUTH, TICKET and BALANCE. <i>See diagram</i> >	Image: Credit Image: Credit<
2	Press SALE icon to reach SALE entry screen. See diagram>	$\begin{array}{c} \hline \\ \hline $
3	Enter the SALE amount and press OK . <i>See diagram</i> >	3 • • • • • • • • • • • • • • • • • • •
4	A prompt will appear asking your customer to tap, insert, swipe or enter their card number manually. Tap on the text that says Enter Card #. <i>See diagram</i> >	$ \begin{array}{c ccccccccccccccccccccccccccccccccccc$

CREDIT CARD SALE: AVS & CARD CODE (CVV, CVC, CID)

STEP	ΑCTION	TOUCH SCREEN DISPLAY
5	Enter card number and press OK. <i>See diagram></i>	5 • • • • • • • • • • • • • • • • • • •
6	Enter expiry date and press OK . <i>See diagram></i>	$ \begin{array}{c} 1 & 2 & 3 \\ 4 & 5 & 6 \\ 7 & 8 & 9 \\ < & 0 & OK \\ \hline \hline$
7	Press YES if card is present or press NO if card is not present. <i>See diagram></i> Note: If card is not present follow the prompts to enter AVS and Card Code security information.	7 ● ● ● ■ 11:07 PM ● ● ● ■ 11:07 PM ENTER CVV2 123
8	When terminal displays ENTER CVV2, input security card code from the back of the card and press OK. See diagram> Note: Code is three (3) Digits on back of MC or Visa found in signature line. Code is four (4) Digits on front right of American Express found above card number.	Yes No q w e r t y u i o p a s d f g h j k i z x c v b n m < abc 123 - OK $\lhd O \equiv \bigcirc \Box$
9	The terminal will prompt you to enter the cardholder's ZIP CODE followed by an ADDRESS. Enter these using the alphanumeric keypad and then press the green OK key. <i>See diagram</i> >	9 • • • • • • • • • • • • • • • • • • •
10	Once the correct information is entered the sale will be processed and the transaction will be declined or approved. Sales receipts will be printed with details of the transaction. Once completed the terminal will return to idle prompt. <i>See diagram></i>	$ \begin{array}{cccccccccccccccccccccccccccccccccccc$

RETAIL RECEIPT EXAMPLE: CREDIT SALE

MERCHANT COPY

LINE A	Merchant header - 5 lines, 24 characters per line	 Merchant ABC 123 Main Street Anytown, NY 11030 1 (877) 777-8888
LINE B LINE C LINE D LINE E	Date & time of transaction Transaction # and Batch # Invoice number Clerk #	01/08/2019 08:09 Trans #: 1 Batch #: 2 Invoice #: 105
LINE F	Transaction type (sale, refund, void etc)	SALE
LINE G LINE H LINE I	Card number Card type identification Method of card entry (manual, swiped etc)	Type: VISA
LINE J	Amount of transaction	AMOUNT: \$124.53
LINE K LINE L	Response from host• Approval code from host•	Resp: Approved Code: TAS460
LINE M	Credit disclaimer	()isclaimer here)
LINE N	Signature line	(Disclaimer here)
LINE O	Customer's name from Track 1 of card	Customer Name
LINE P	Identifies this is the merchant's copy•	MERCHANT COPY

CUSTOMER COPY

LINE A Mer	chant header - 5 lines, 24 characters per line	Merchant ABC 123 Main Street Anytown, NY 11030 1 (877) 777-8888
	e & time of transaction saction # and Batch #	
LINE D Tran	saction type (sale, refund, void etc)	• SALE
	l type & truncated card number hod of card entry (manual, swiped etc)	
	t response (ie approved, declined etc) t authorization code	
LINE I Doll	ar amount of transaction	• AMOUNT: \$124.53
LINE J Mer	chant trailer - up to 5 lines, 24 characters per line ————————————————————————————————————	Refunds accepted with • receipt www.merchantabc.com
LINE K Iden	tifies this is the customer's copy	CUSTOMER COPY



TICKET ONLY SALE



This transaction is used when an Authorization Number has already been obtained via Authorize only transaction or through voice authorization.

EXAMPLE: To rent a canoe at Lake Cawanna there is a \$75.00 deposit at the time of the rental. The merchant processes an Auth Only transaction for the \$75.00, receiving an authorization code for the funds but not actually charging the credit card. The merchant charges the credit card when the canoe is brought back by processing a TICKET ONLY sale using the authorization number he/she previously obtained.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Press the CREDIT icon on your terminal home screen. A new screen will appear with the following options: SALE, RETURN, VOID, AUTH, TICKET and BALANCE. See diagram>	2 Credit Debit EBT Cash
2	Press TICKET icon to reach TICKET entry screen. If prompted, input MANAGER PASSWORD (default password is 1234). <i>See diagram</i> >	$\begin{array}{c} \hline \\ \hline $
3	Enter the TICKET amount and press OK . See diagram>	3 CREDIT TICKET Enter Amount \$25.00 4 0 MANAGER PASSWORD ****
4	lf prompted, input MANAGER PASSWORD (default password is 1234).	$ \begin{array}{cccccccccccccccccccccccccccccccccccc$

TICKET ONLY SALE

continued

STEP	ACTION	TOUCH SCREEN DISPLAY
5	The terminal will display a screen requesting an AUTHORIZATION CODE. Enter the AUTH CODE previously obtained for this transaction and press OK. <i>See diagram></i>	 5 ● ● 1 1:07 PM AUTH CODE 234H50
6	A prompt will then appear asking your customer to tap, insert, swipe or enter their card number manually. Choose the appropriate option. <i>See diagram></i>	((())) Tap, Insert, Swipe or Enter Card #
7	The transaction is processed. Sales receipts will print with details of the transaction.	$ \begin{array}{c} q \text{ we r tyu i op} \\ a \text{ sd f g h j k l} \\ z \text{ x c v b n m } \\ abc 123 - OK \\ \hline \bigcirc \equiv & \bigcirc & \blacksquare & \bigcirc & \blacksquare \\ \end{array} $

RETAIL RECEIPT EXAMPLE: TICKET ONLY



With a TICKET ONLY sale the authorization code shown on the receipt will be the authorization number previously obtained and used during the TICKET ONLY transaction.

Merchant ABC 123 Main Street Anytown, NY 11030 1 (877) 777-8888

01/08/2019 08:09 Trans #: 1 Batch #: 2 Invoice #: 105

TICKET

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Clerk #:

Acct: ********5785 Type: VISA Entry: Card Swiped

AMOUNT: \$124.53

POST AUTH Code: TAS460

1 au hn

Customer Name

MERCHANT COPY

Merchant ABC 123 Main Street Anytown, NY 11030 1 (877) 777-8888

01/08/2019 08:09 Trans #: 1 Batch #: 2 Invoice #: 105 Clerk #: 4

TICKET

Acct: ********5785 Type: VISA Entry: Card Swiped

AMOUNT: \$124.53

POST AUTH Code: TAS460

Refunds accepted with receipt www.merchantabc.com

CUSTOMER COPY



MULTI-MERCHANT CREDIT SALE (SWIPED)

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Use the chart below to process a sale when there is more than one Merchant (MID) using the same Dejavoo terminal device for payment processing.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Select the desired merchant from your merchant list by pressing the name on your screen. <i>See diagram</i> >	2 Credit Debit
2	Press the CREDIT icon on your terminal home screen. A new screen will appear with the following options: SALE, RETURN, VOID, AUTH, TICKET and BALANCE. <i>See diagram</i> >	EBT Food Cash
3	Press SALE icon to reach SALE entry screen. See diagram>	$ \begin{array}{c} \blacksquare & \bigstar \\ \blacksquare & \bigstar \\ \blacksquare & \bigcirc & \blacksquare \\ \hline \blacksquare & \blacksquare \\ \blacksquare & \blacksquare \blacksquare \\ \blacksquare & \blacksquare \\ \blacksquare & \blacksquare \\ \blacksquare & \blacksquare \blacksquare \blacksquare \blacksquare$
4	Enter the SALE amount and press OK . <i>See diagram</i> >	Image: Constraint of the second se
5	A prompt will appear asking your customer to tap, insert, swipe or enter their card number manually. Swipe the credit card. <i>See diagram</i> >	VOID AUTH 1 2 3 Image: Constraint of the state o
6	The sale will be processed and the transaction will be declined or approved. <i>See diagram></i>	 ✓ ○ Ξ ✓ ○ Ξ ✓ ○ Ξ ✓ ○ Ξ ✓ ○ Ξ ✓ ○ Ξ ✓ ○ Ξ ✓ ○ Ξ ✓ ○ Ξ ✓ ○ Ξ ✓ ○ Ξ ✓ ○ Ξ ✓ ○ Ξ ✓ ○ Ξ ✓ ○ Ξ ✓ ○ Ξ ✓ ○ Ξ ✓ ○ Ξ ✓ ○ Ξ ✓ ○ Ξ ✓ ○ Ξ ✓ ○ Ξ ✓ ○ Ξ ✓ ○ Ξ ✓ ○ Ξ ✓ ○ Ξ ✓ ○ Ξ ✓ ○ Ξ ✓ ○ Ξ ✓ ○ Ξ ✓ ○ Ξ ✓ ○ Ξ ✓ ○ Ξ ✓ ○ Ξ
7	A prompt will then appear asking for your customer's signature. Once signed, press OK.	((())) Tap, Insert, Swipe or Enter Card #
8	Sales receipts will be printed with details of the transaction.	$\begin{array}{c c} $25.00 \\ \hline \\ CREDIT Sale \\ \hline \\ $

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MULTI-MERCHANT CREDIT SALE (MANUAL ENTRY)

Use the chart below to process a credit sale when there is more than one Merchant ID (MID) using the same credit card terminal and the credit card number and expiration date are manually entered at the point of sale using the terminal's key pad.

It is always a best practice to swipe the credit card through the terminals card reader. Manual entry of a card number should be done only when necessary.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Select the desired merchant from your merchant list by pressing the name on your screen. <i>See diagram</i> >	2 0 • • • • • • • • • • • • • • • • • • •
2	Press the CREDIT icon on your terminal home screen. A new screen will appear with the following options: SALE, RETURN, VOID, AUTH, TICKET and BALANCE . <i>See diagram</i> >	=
3	Press SALE icon to reach SALE entry screen. See diagram>	3 Merchant 1 Sale RETURN Sole Sale S
4	Enter the SALE amount and press OK . <i>See diagram</i> >	VOIDAUTH \checkmark \bigcirc \bigcirc \bigcirc \square \bigcirc

MULTI-MERCHANT CREDIT SALE (MANUAL ENTRY)

continued

STEP	ACTION	TOUCH SCREEN DISPLAY
5	A prompt will appear asking your customer to tap, insert, swipe or enter their card number manually. Tap on the text that says Enter Card #. <i>See diagram></i>	5 • • • • • • • • • • • • • • • • • • •
6	Enter card number and press OK . <i>See diagram></i>	Tap. Insert, Swipe or Enter Card # 1 2 3 \$25.00 4 5 6 CREDIT Sale 7 8 9 < 0 OK
7	Enter expiry date and press OK . <i>See diagram></i>	 ✓ ○ Ξ ✓ ○ Ξ Ø 1157 PM EXP DATE [MMYY] 12/25
8	Press YES if card is present or press NO if card is not present. <i>See diagram></i> Note: If card is not present follow the prompts to enter AVS and Card Code security information.	IS CARD PRESENT ? 1 2 3 4 5 6 Ves No
9	If the card is present you will be asked to enter a CID number, followed by a ZIP CODE and address. Use the alphanumeric keypad to do this. If the card is not present, follow the prompts to enter AVS and card code security information. <i>See diagram</i> >	
10	Once the correct information is entered the sale will be processed and the transaction will be declined or approved. <i>See diagram</i> >	ENTER CID 1234
11	Sales receipts will be printed with details of the transaction. Once completed the terminal will return to idle prompt.	q wertyuiopAPPROVAL TAS593 $a s d f g h j k l$ $z x c v b n m c$ $abc 123 - OK$ \bigcirc \triangleleft \bigcirc \triangleleft \bigcirc \equiv \bigcirc

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RETAIL RECEIPT EXAMPLE: MULTI-MERCHANT

123 Anyt	ils By Lisa Main Street wwn, NY 11030 877) 777-8888	123 Ma Anytown	By Lisa in Street , NY 11030 777-8888
01/08/2019	08:09	01/08/2019	08:09
Trans #: 1		Trans #: 1	Batch #: 2
Truns #. 1	L BULCH #. Z	Truns #. 1	BULCH #. Z
Merchant #	#: 1	 Merchant #:	1
Merchant N	Name: Nails By Kate	 Merchant Name	: Nails By Kate
	SALE		SALE
Acct:	**********5785	Acct: *	***********5785
Type:	MasterCard	Type:	MasterCard
Entry:	Card Swiped	Entry:	Card Swiped
AI	MOUNT: \$124.53	AMOU	NT: \$124.53
Resp:	Approved	 Resp:	Approved
Code:	123456	Code:	123456
coue.	125450	 coue.	125450
	isclaimer here)	CUSTO	OMER COPY
1			
	Intun ac		
	Customer Name		
M	IERCHANT COPY		



DEBIT CARD SALE

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Use the chart below to process a Debit Card sale. It is important to note that for security and regulations manually entering a debit card is not allowed, debit cards must always be swiped at the point of sale. For a successful transaction you must be a debit card accepting merchant and you MUST have either a PIN encrypted keypad on your Dejavoo terminal or a PIN Encrypted external PIN Pad.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Press the DEBIT icon on your terminal home screen. A new screen will appear with the following options: SALE, RETURN and BALANCE . <i>See diagram</i> >	Image: Credit grad grad grad grad grad grad grad grad
2	Press SALE icon to reach SALE entry screen. See diagram>	EBT Food EBT Cash Cash \blacksquare \blacksquare \bigstar \triangleleft \blacksquare \triangleleft \blacksquare \triangleleft \blacksquare
3	Enter the SALE amount and press OK .	3 • • • • • • • • • • • • • • • • • • •
4	A prompt will then appear asking your customer to tap, insert or swipe their card. Choose the appropriate option. <i>See diagram</i> >	1 2 3 4 5 6 7 8 9 < 0 0 ✓ 0 Ξ
5	Select your chosen application, if prompted. See diagram>	5 Select App Visa DEBIT Interac Confirm Sale Visa DEBIT
6	If prompted, confirm the SALE AMOUNT by pressing YES . Conditional on the terminal's configuration. <i>See diagram></i>	Total: \$25.00? Yes No ⊲ ○ ≡ ⊲ ○ ≡

DEBIT CARD SALE

continued

STEP	ACTION	TOUCH SCREEN DISPLAY
7	Customer enters PIN on encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK. See diagram>	1 0
8	The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt.	2 7 5 5 1 0 8 cancel 4 6 3 OK 9 ✓ OK

RETAIL RECEIPT EXAMPLE: DEBIT SALE

MERCHANT COPY		www.ab	pted with receipt ocstore.com OMER COPY
TOTAL AMOUNT	\$55.38	TOTAL AMO	UNT: \$55.38
TRANS AMOUNT: CASH BACK:	\$40.38 \$15.00	TRANS AMOU CASH BACK:	NT: \$40.38 \$15.00
de:	123456	Code:	123456
sp:	Approved	Resp:	Approved
itry:	Card Swiped	Entry:	Card Swiped
/pe:	Debit	Type:	Debit
cct: ***	*******5785	Acct:	**********5785
SAL	E		SALE
lerk #	4	Clerk #	4
nvoice #:	105	Invoice #:	105
rans #: 1	Batch #: 1	Trans #: 1	Batch #: 1
L/08/2019	08:09	01/08/2019	08:09
1 (877) 77	7-8888	1 (877)) 777-8888
Anytown, N	Y 11030	Anytown	, NY 11030
ABC ST 123 Main	*=		STORE in Street

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MULTI-MERCHANT DEBIT CARD SALE

Use the chart below to process a Debit Card sale. It is important to note that for security and regulations manually entering a debit card is not allowed, debit cards must always be swiped at the point of sale. For a successful transaction you must be a debit card accepting merchant.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Select the desired merchant from your merchant list by pressing the name on your screen. <i>See diagram</i> >	2 Select a merchant Merchant 1 Merchant 2
2	Press DEBIT icon to reach DEBIT menu. <i>See diagram</i> >	=
3	Press SALE icon to reach SALE entry screen. See diagram>	3 Merchant 1 Merchant 1 SALE SALE SALE SALE SALE RETURN S
4	Enter the SALE amount and press OK .	$ \begin{array}{c} 1 & 2 & 3 \\ 4 & 5 & 6 \\ 7 & 8 & 9 \\ \hline \hline$
5	A prompt will then appear asking your customer to tap, insert or swipe their card. Choose the appropriate option.	5 • • • • • • • • • • • • • • • • • • •
6	Select your chosen application, if prompted. See diagram>	<pre>Tap, insert, Swipe or Enter Card # \$25.00 DEBIT Sale</pre>

MULTI-MERCHANT DEBIT CARD SALE

STEP	ACTION	TOUCH SCREEN DISPLAY
7	If prompted, confirm the SALE AMOUNT by pressing YES . Conditional on the terminal's configuration. <i>See diagram</i> >	7 0 • • • • • • • • • • • • • • • • • • •
8	Customer enters PIN on encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK. See diagram>	Confirm Confirm Sale Sale Visa DEBIT Shield PN During Entry! Total: \$25.00? 25.00 Yes No 2 7
9	The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt.	



CASH SALE

6

Use the chart below to record a cash sale in your Dejavoo payment terminal. It is important to note that cash transactions do not communicate with your processing bank. They are recorded in your terminal for your reporting purposes.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Press the CASH icon on the homescreen to reach CASH menu. <i>See diagram></i>	C C C C C C C C C C C C C C C C C C C
2	Press SALE icon to reach SALE entry screen.	Credit Debit \$25.00
3	Enter the CASH SALE amount and press OK . See diagram>	1 2 3 4 5 6 7 8 9
4	The transaction is processed. Sales receipts will print with details of the transaction.	

RETAIL RECEIPT EXAMPLE: CASH SALE

NY 11030	ABC S 123 Main Anytown, 1 (877) 7	n Street NY 11030	ABC STORE 123 Main Street Anytown, NY 11030 1 (877) 777-8888		
08:09	01/08/2019	08:09			
Batch #: 1	Trans #: 1	Batch #: 1	Trans #: 1		
105	Invoice #:	105	Invoice #:		
4	Clerk #	4	Clerk #		
ALE	SA	ALE	S		
Cash	Type:	Cash	Type:		
Manual	Entry:	Manual	Entry:		
IT: \$55.38	AMOUN	NT: \$55.38	AMOUN		
Approved	Resp:	Approved	Resp:		
123456	Code:	123456	Code:		
MER COPY	CUSTON	ANT COPY	MERCHANT COPY		

RETAIL WITH TIP TRANSACTIONS

Retail with tip transactions are designed for those merchants that accept gratuity but are assigned retail MCC codes. For example: Taxi, Car Service, Salon, Maintenance, etc. It is required for retail transactions with tip that both the transaction amount and the tip amount are authorized as one amount during the original sale, unlike the pre-auth and post-auth of a restaurant tip transaction. Retail tips cannot be added at a later time.

To accomplish this we use a process that includes a PRESALE TICKET, which has only sale amount information on it. The presale ticket will allow the merchant to hand their customers a receipt showing the amount of the transaction along with a tip line. The customer can then fill out the tip line, the total line and hand the receipt and their credit card back to the merchant for payment. This allows the merchant to swipe the card, enter the amount of the transaction as well as the tip amount when prompted during the transaction. Use of this feature is optional, you do not have to print a presale ticket for retail with tip, it simply eliminates having to ask the customer if he/she will be leaving a tip on the card during the transaction.

Transaction types that allow retail with tip are the following:

•	Swiped Credit	•	Manual Credit	•	AVS Credit
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CVV2 Credit
 Debit Sale



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EXAMPLE: The customer gets a haircut at the local barber shop. When finished the merchant (the barber) prints out a presale ticket for \$20.00 which is the dollar amount due to for the haircut and hands it to the customer. The customer writes down another \$5.00 on the tip line and writes \$25.00 on the total line then hands it back to the barber with his credit card. When the barber completes the sale he is prompted to enter the amount which is \$20.00 and then prompted to enter the tip amount which he now knows from the Presale Ticket is \$5.00 (he doesn't have to ask the customer if he's leaving a tip).



PRESALE TICKET

6

Use the chart below to enable the Inline Tip function. This will allow you to access the Presale Ticket feature.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Press the MENU icon on your home screen to reach CORE MENU . <i>See diagram</i> >	Image: Construction of the second
2	Press APPLICATIONS in the CORE menu. See diagram>	EBT Food EBT Cash Utility > Retrieve Password Cash Signature Test ✓ ○ Ξ ✓ ○ Ξ
3	Press CREDIT/DEBIT/EBT in the APPLICATIONS menu. See diagram>	3 Applications Credit/Debit/EBT DvCashApp Credit/Debit/EBT DvCashApp Applications Credit/Debit/EBT DvCashApp Applications Credit/Debit/EBT Applications Credit/Debit/EBT Applications Credit/Debit/EBT Applications Credit/Debit/EBT Applications Credit/Debit/EBT Applications Credit/Debit/EBT Applications Credit/Debit/EBT Applications Credit/Debit/EBT Applications Credit/Debit/EBT Applications Credit/Debit/EBT Credit
4	Press TIPS AND TABS in the CREDIT/DEBIT/EBT menu. See diagram>	Setup > Retrieve Password
5	If prompted, input MANAGER PASSWORD (default password is 1234). Input the RETURN amount and press OK . <i>See diagram</i> >	4 MANAGER PASSWORD **** Management >
6	Press PRESALE TICKET in the TIPS AND TABS menu. See diagram>	$ \begin{array}{cccccccccccccccccccccccccccccccccccc$

PRESALE TICKET

continued

STEP	ACTION	TOUCH SCREEN DISPLAY
7	Enter the PRESALE TICKET amount and press OK . See diagram>	7 ● 1 1107 PM PRESALE Enter Amount \$25.00 This is not a Sale.
8	A message will appear on your screen confirming that a Presale Ticket has been created. <i>See diagram</i> >	$\begin{array}{c cccc} 1 & 2 & 3 \\ 4 & 5 & 6 \\ \hline 7 & 8 & 9 \\ \hline \\ \hline$

RETAIL RECEIPT EXAMPLE: PRESALE TICKET

IMPORTANT: This is NOT a sale. A sale transaction will need to be completed after the presale ticket with the cardholder's card.

ABC STORE 123 Main Street Anytown, NY 11030 1 (877) 777-8888 _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ 01/08/2019 08:09 PRESALE TICKET AMOUNT: \$40.38 TIP AMOUNT: \$____ - -TOTAL: \$____ **Please Complete and Submit** With Your Payment



RETAIL WITH TIP TRANSACTIONS

6

Use the charts in this section to process RETAIL Credit card and Debit card sale transactions with a tip. For documentation purposes the steps provided include the transaction prompt for entering CLERK ID, but it should be noted that this and other prompts are configurable in the terminals SET UP (Transaction Prompts) menu and are optional. Retail with tip can be enabled and disabled in the terminal menu.

• AVS Credit

This section includes the following retail with tip transactions:

- Swiped CreditCVV2 Credit
- Manual Credit
- Debit Sale
- Credit With Tip: (SWIPED)

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Press the CREDIT icon on your terminal home screen. A new screen will appear with the following options: SALE, RETURN, VOID, AUTH, TICKET and BALANCE. See diagram>	Image: Credit Image: Credit<
2	Press SALE icon to reach SALE entry screen.	$\begin{array}{c} \hline cash \\ \hline \hline cash \\ \hline \hline \hline \hline \\ \hline \hline \hline \hline \\ \hline \hline \hline \hline \hline \hline \\ \hline \hline$
3	Enter the SALE amount and press OK . <i>See diagram></i>	3 CREDIT SALE Enter Amount \$25.00 10% 15% 20%
4	Enter the tip amount from the options shown and Press OK ; or Input specific tip amount requested by customer then Press OK ; or Press OK to bypass the tip amount. <i>See diagram</i> >	$ \begin{array}{c ccccccccccccccccccccccccccccccccccc$

Credit With Tip: (SWIPED)

continued

STEP	ACTION	TOUCH SCREEN DISPLAY
5	A screen appears showing the final amount of the sale including tip. Allow the customer to confirm the sale by pressing OK or reject the sale by pressing CANCEL.	6 Confirm Amount: \$25.00 Tip: \$3.75 Total: \$28.75 Confirm Amount: \$25.00 Tip: \$3.75 Total: \$28.75
6	A prompt will appear asking your customer to tap, insert, swipe or enter their card number manually. Swipe the credit card. <i>See diagram></i>	OK CANCEL \$28.75 CREDIT Sale Image: state of the card # \$28.75 CREDIT Sale Image: state of the card # \$28.75 CREDIT Sale Image: state of the card # \$28.75 CREDIT Sale Image: state of the card # \$28.75 CREDIT Sale Image: state of the card # \$28.75 CREDIT Sale Image: state of the card # \$28.75 CREDIT Sale Image: state of the card # \$28.75 CREDIT Sale Image: state of the card # \$28.75 CREDIT Sale Image: state of the card # \$28.75 CREDIT Sale Image: state of the card # \$28.75 CREDIT Sale Image: state of the card # \$28.75 CREDIT Sale Image: state of the card # \$28.75 CREDIT Sale Image: state of the card # \$28.75 CREDIT Sale Image: state of the card # \$28.75 CREDIT Sale Image: state of the card # Sign here: image: state of the card #
7	The sale will be processed and the transaction will be declined or approved. <i>See diagram</i> >	APPROVAL TAS593
8	A prompt will then appear asking for your customer's signature. Once signed, press OK. <i>See diagram></i>	O E Clear OK Cancel ○ ♥ ■ 1507 M
9	Sales receipts will be printed with details of the transaction.	Printing Receipt $\triangleleft \circ \equiv$

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RETAIL RECEIPT EXAMPLE: RETAIL WITH TIP

123 Mai Anytown,	STORE n Street NY 11030 777-8888	ABC ST(123 Main 9 Anytown, N 1 (877) 77	Street 7 11030
01/08/2019 Trans #: 1 Invoice #: Clerk #	08:09 Batch #: 1 105 4	01/08/2019 Trans #: 1 Invoice #: Clerk #	08:09 Batch #: 1 105 4
:	SALE	SAL	E
Type: Entry:	*********5785 MasterCard Card Swiped IT: \$25.99 \$3.89	Type: Entry: TRANS AMOUNT:	*******5785 MasterCard Card Swiped \$25.99 \$3.89
TOTAL AMOU	INT: \$29.99	TOTAL AMOUNT:	\$29.99
Resp: Code:	Approved 123456	Resp: Code:	Approved 123456
	timer here)	Refunds accepted www.abcst	
	mer Name	CUSTOME	R COPY
MERCH	IANT COPY		

Credit With Tip: (MANUAL ENTRY)

6

Use the chart below to process a credit Retail with Tip sale when the credit card number and expiration date are manually entered at the point of sale using the terminal's key pad.

Ð

It is always a best practice to swipe the credit card through the terminals card reader. Manual entry of a card number should be done only when necessary.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Press the CREDIT icon on your terminal home screen. A new screen will appear with the following options: SALE, RETURN, VOID, AUTH, TICKET and BALANCE. See diagram>	CREDIT SALE Enter Amount \$25.00
2	Press SALE icon to reach SALE entry screen.	EBT Food EBT Cash 1 2 3 4 5 6 7 8 9 <- 0 OK
3	Enter the SALE amount and press OK . <i>See diagram</i> >	
4	Press the tip amount from the options shown and Press OK ; or Input specific tip amount requested by customer then Press OK ; or Press OK to bypass the tip amount. <i>See diagram</i> >	Base Amt: \$25.00 10% 15% 20% OTHER \$ Mmount \$25.00 Tip: \$3.75 Total: \$28.75 OK CANCEL
5	A screen appears showing the final amount of the sale including tip. Allow the customer to confirm the sale by pressing OK or reject the sale by pressing CANCEL . <i>See diagram</i> >	OK ⊲ Ξ 6 • 11:57 PM 7 • 11:57 PM Enter Card #
6	A prompt will appear asking your customer to tap, insert, swipe or enter their card number manually. Tap on the text that says Enter Card #. <i>See diagram</i> >	4012039900002435
7	Enter card number and press OK .	$\begin{array}{c ccccccccccccccccccccccccccccccccccc$

Credit With Tip: (MANUAL ENTRY)

STEP	ACTION	TOUCH SCREEN DISPLAY
8	Enter expiry date and press OK . <i>See diagram></i>	8 • • • • • • • • • • • • • • • • • • •
9	Press YES if card is present or press NO if card is not present. <i>See diagram></i> Note: If card is not present follow the prompts to enter AVS and Card Code security information.	
10	If the card is present you will be asked to enter a CID number, followed by a ZIP CODE and address. Use the alphanumeric keypad to do this. If the card is not present, follow the prompts to enter AVS and card code security information. <i>See diagram</i> >	1234 a wertyuiop a s d f g h j k l z x c v b n m <
11	Once the correct information is entered the sale will be processed and the transaction will be declined or approved. <i>See diagram</i> >	
12	Sales receipts will be printed with details of the transaction. Once completed the terminal will return to idle prompt. <i>See diagram></i>	Printing Receipt \triangleleft \bigcirc \equiv

Debit With Tip: Sale

6

Use the chart below to process a retail with tip Debit Card sale. It is important to note that for security and regulations manually entering a debit card is not allowed, debit cards must always be swiped at the point of sale. For a successful transaction you must be a debit card accepting merchant.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Press the DEBIT icon on your terminal home screen. A new screen will appear with the following options: SALE, RETURN and BALANCE . <i>See diagram</i> >	1 Credit Debit Debit SALE
2	Press SALE icon to reach SALE entry screen. See diagram>	EBT Food EBT Cash Cash The second
3	Enter the SALE amount and press OK . <i>See diagram></i>	3 C C C C C C C C C C C C C C C C C C C
4	Press the tip amount from the options shown and Press OK ; or Input specific tip amount requested by customer then Press OK ; or Press OK to bypass the tip amount. <i>See diagram</i> >	1 2 3 4 5 6 7 8 9 < 0 0 ✓ 0 ≡
5	A screen appears showing the final amount of the sale including tip. Allow the customer to confirm the sale by pressing OK or reject the sale by pressing CANCEL . <i>See diagram</i> >	5 Confirm Amount: \$25.00 Tip: \$3.75 Tathik 529 ZE
6	A prompt will then appear asking your customer to tap, insert or swipe their card. Choose the appropriate option. <i>See diagram</i> >	Total: \$28.75 Tap, Insert, Swipe or Enter Card # OK CANCEL ↓ \$25.00 DEBIT Sale ↓ ○



Debit With Tip: Sale

STEP	ACTION	TOUCH SCREEN DISPLAY
7	Select your chosen application, if prompted. See diagram>	9 0 0 0 0 1107PM Select App Visa DEBIT Interac
8	If prompted, confirm the SALE AMOUNT by pressing YES. <i>Conditional on the terminal's configuration</i> .	2 7 5 1 0 8 4 6 3
9	Customer enters PIN on encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK. See diagram>	
10	Once the correct information is entered the sale will be processed and the transaction will be declined or approved. <i>See diagram</i> >	Please Remove Card
11	A prompt will request removal of the debit card from the terminal. The transaction is processed. Sales receipts will print with details of the transaction.	$\triangleleft \text{ O } \equiv \qquad \triangleleft \text{ O } \equiv$

CREDIT CARD RETURN: EMV CHIP CARD

A Credit Card RETURN is the reversal of an approved and settled transaction which will post a credit amount to the customer's credit card. Traditionally a RETURN is processed when the original transaction has already been settled, when the original transaction still resides in the current batch and has not been settled, a VOID may be processed instead to nullify the charge. Use the steps below to complete a RETURN transaction.

0

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EXAMPLE: The customer made a purchase last week and came in today to return the item for credit. The original purchase has already been settled in a previous batch so I processed a RETURN to post the refund back to her credit card.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Press the CREDIT icon on your terminal home screen. A new screen will appear with the following options: SALE, RETURN, VOID, AUTH, TICKET and BALANCE. See diagram>	2 Credit Debit EBT Cash
2	Press RETURN icon to reach RETURN entry screen. See diagram>	$\begin{array}{c} \hline \\ \hline $
3	Enter the RETURN amount using your number keypad. If the amount shown is correct press OK to confirm. <i>See diagram</i> >	3 CREDIT RETURN Enter Amount \$28.75 RETURN Amount: \$-28.75
4	Press YES to confirm the return amount. <i>See diagram</i> >	$ \begin{array}{cccccccccccccccccccccccccccccccccccc$

CREDIT CARD RETURN: EMV CHIP CARD

STEP	ACTION	TOUCH SCREEN DISPLAY
5	If prompted, input MANAGER PASSWORD (default password is 1234). Input the RETURN amount and press OK . <i>See diagram</i> >	5 MANAGER PASSWORD **** (((())))
6	A prompt will appear asking your customer to tap, insert, swipe or enter their card number manually. Tap (contactless only) or insert chip card. <i>See diagram</i> >	1 2 3 4 5 6 7 8 9 <- 0 OK < 0 E < 0 ≡
7	Remove customer's card. See diagram>	Please Remove Card
8	The return will be processed and the transaction will be declined or approved. Sales receipts will print with details of the transaction. <i>See diagram</i> >	Approved Offline

CREDIT CARD RETURN (SWIPED)

A Credit Card RETURN is the reversal of an approved and settled transaction which will post a credit amount to the customer's credit card. Traditionally a RETURN is processed when the original transaction has already been settled, when the original transaction still resides in the current batch and has not been settled, a VOID may be processed instead to nullify the charge. Use the steps below to complete a RETURN transaction.



6

EXAMPLE: The customer made a purchase last week and came in today to return the item for credit. The original purchase has already been settled in a previous batch so I processed a RETURN to post the refund back to her credit card.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Press the CREDIT icon on your terminal home screen. A new screen will appear with the following options: SALE, RETURN, VOID, AUTH, TICKET and BALANCE. See diagram>	2 Credit EBT Food EBT Cash
2	Press RETURN icon to reach RETURN entry screen. See diagram>	$\begin{array}{c} \hline \\ \hline $
3	Enter the RETURN amount using your number keypad. If the amount shown is correct press OK to confirm. <i>See diagram</i> >	3 CREDIT RETURN Enter Amount \$28.75 RETURN Amount: \$-28.75
4	Press YES to confirm the return amount. See diagram>	$ \begin{array}{cccccccccccccccccccccccccccccccccccc$

CREDIT CARD RETURN (SWIPED)

STEP	ACTION	TOUCH SCREEN DISPLAY
5	If prompted, input MANAGER PASSWORD (default password is 1234). Input the RETURN amount and press OK . <i>See diagram</i> >	5 MANAGER PASSWORD **** (((())))
6	A prompt will appear asking your customer to tap, insert, swipe or enter their card number manually. Swipe the credit card. <i>See diagram></i>	1 2 3 4 5 6 7 8 9 CREDIT Return
7	The sale will be processed and the transaction will be declined or approved. <i>See diagram></i>	 < 0 OK < 0 E < 1 E <l< th=""></l<>
8	A prompt will then appear asking for your customer's signature. Once signed, press OK. <i>See diagram></i>	Durtund ac
9	Sales receipts will be printed with details of the transaction.	APPROVAL TAS593 ⊂ Clear OK Cancel ⊂ O = ⊂ O =

RETAIL RECEIPT EXAMPLE: CREDIT CARD RETURN

ABC STORE 123 Main Street Anytown, NY 11030 1 (877) 777-8888			
01/08/2019	08:09		
Trans #: 1	Batch #: 1		
Invoice #:	105		
Clerk #	4		
RE	TURN		
Acct: *	*********5785		
Type:	VISA		
Entry:	Card Swiped		
RETURN AMOUNT: \$46.99			
Resp:	Approved		
Code:	123456		
(Disclaimer here) Mutuul au			
Customer Name			

MERCHANT COPY

01/08/2019	08:09
Trans #: 1	Batch #: 1
Invoice #:	105
Clerk #	4
	RETURN
Acct:	**********5785
Type:	VISA
Entry:	Card Swiped
RETURN A	MOUNT: \$46.00
Resp:	Approved
Code:	123456
	cepted with receipt abcstore.com

DEBIT CARD RETURN

6

Use the steps below to complete a Debit Card Return. Debit Cards cannot be manually entered and must be swiped at point of sale. You must be subscribed to a Debit Host and PED is required.

A debit card sale cannot be VOIDED; to refund a debit sale transaction you must process a RETURN to the debit card.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Press the DEBIT icon on your terminal home screen. A new screen will appear with the following options: SALE, RETURN and BALANCE . <i>See diagram</i> >	1 Compared to the product of the p
2	Press RETURN icon to reach RETURN entry screen. See diagram>	$\begin{array}{c} \hline \hline$
3	Enter the RETURN amount using your number keypad. If the amount shown is correct press OK to confirm. <i>See diagram></i>	3 C C C C C C C C C C C C C C C C C C C
4	If the amount shown is correct press OK to confirm. If it is not correct press CANCEL and re-enter the amount. If prompted, input manager password default is 1234. <i>See diagram</i> >	$ \begin{array}{c ccccccccccccccccccccccccccccccccccc$
DEBIT CARD RETURN

continued

STEP	ACTION	TOUCH SCREEN DISPLAY
5	A prompt will then appear asking your customer to tap, insert or swipe their card. Choose the appropriate option. <i>See diagram</i> >	5 C C I 1437 FM Select App Visa DEBIT Interac
6	Select your chosen application, if prompted. See diagram>	Tap, Insert, Swipe or Enter Card # \$-28.75 DEBIT Return
7	Enter the date of the original transaction and press OK. See diagram>	Image: Constraint of the second s
8	Enter the time of the original transaction and press OK. See diagram>	14/07/21 13:06 123 123 456 456
9	Customer enters PIN on encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK. See diagram>	7 8 9 < 0 0 0 0 0 0 9 • 0 11507PM
10	The return will be processed and the transaction will be declined or approved. <i>See diagram></i>	Total: \$-28.75 Enter PIN or Press OK Shed PIN During Enty:
11	The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt.	$\begin{array}{c ccccccccccccccccccccccccccccccccccc$

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MULTI-MERCHANT CREDIT RETURN

Use the chart below to process a Credit Card sale when there are multiple merchant IDs (MIDs) in the same terminal. It is important to note that for security and regulations manually entering a debit card is not allowed, debit cards must always be swiped at the point of sale. For a successful transaction you must be a debit card accepting merchant.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Select the desired merchant from your merchant list by pressing the name on your screen. <i>See diagram</i> >	2 C C C C C C C C C C C C C C C C C C C
2	Press the CREDIT icon on your terminal home screen. A new screen will appear with the following options: SALE, RETURN, VOID, AUTH, TICKET and BALANCE . <i>See diagram</i> >	Merchant 2 Credit Debit EBT Food EBT Cash
3	Press RETURN icon to reach RETURN entry screen. See diagram>	$\begin{array}{c} \hline \\ \hline $
4	Enter the RETURN amount using your number keypad. If the amount shown is correct press OK to confirm. <i>See diagram></i>	3 Merchant 1 S S S S Merchant 1 Enter Amount \$28.75
5	Press YES to confirm the return amount.	SALE RETURN VOID AUTH 1 2 3 4 5 6
6	If prompted, input MANAGER PASSWORD (default password is 1234). Input the RETURN amount and press OK .	TICKET BALANCE 7 8 9 < 0 E 0 E 0 E
7	A prompt will appear asking your customer to tap, insert, swipe or enter their card number manually. Tap (contactless only) or insert chip card. <i>See diagram></i>	
8	Remove customer's card. See diagram>	((*))) Tap, Insert, Swipe or Enter Card # C 29, 75
9	The return will be processed and the transaction will be declined or approved. Sales receipts will print with details of the transaction. <i>See diagram</i> >	$4 \circ = 4 \circ =$



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MULTI-MERCHANT DEBIT CARD RETURN

Use the chart below to process a Debit Card sale when there are multiple merchant IDs (MIDs) in the same terminal. It is important to note that for security and regulations manually entering a debit card is not allowed, debit cards must always be swiped at the point of sale. For a successful transaction you must be a debit card accepting merchant.

STEP	ΑCTION	TOUCH SCREEN DISPLAY
1	Select the desired merchant from your merchant list by pressing the name on your screen. <i>See diagram></i>	2 C Credit Debit
2	Press the DEBIT icon on your terminal home screen. A new screen will appear with the following options: SALE, RETURN and BALANCE . <i>See diagram</i> >	EBT Food Cash
3	Press RETURN icon to reach RETURN entry screen. See diagram>	$ \begin{array}{c} \blacksquare & \star \\ \blacksquare & \bullet & \blacksquare \\ \blacksquare & \blacksquare & \blacksquare \\ \blacksquare & \blacksquare & \blacksquare \\ \blacksquare & \blacksquare & \blacksquare$
4	Enter the RETURN amount using your number keypad. If the amount shown is correct press OK to confirm. <i>See diagram></i>	C C C C C C C C C C C C C C C C C C C
5	Press YES to confirm the return amount. See diagram>	1 2 3 4 5 6 7 8 9 < 0 OK
6	If prompted, input MANAGER PASSWORD (default password is 1234).	 ✓ ○ Ξ ✓ ○ Ξ ✓ ○ Ξ Ø ○ ⊕ ∅ 11:07 PM Ø ● ∅ 11:07 PM Ø ● ∅ 11:07 PM
7	A prompt will appear asking your customer to tap, insert, swipe or enter their card number manually. Tap (contactless only) or insert chip card. <i>See diagram></i>	RETURN Amount: \$-28.75 OK CANCEL
8	Remove customer's card.	\$-28.75 DEBIT Return ⊲ ○ ⊲ ○



MULTI-MERCHANT DEBIT CARD RETURN

continued

STEP	ACTION	TOUCH SCREEN DISPLAY
9	Select your chosen application, if prompted. See diagram>	9 Select App Visa DEBIT Interac Interac
10	Enter the date of the original transaction and press OK . <i>See diagram></i>	1 2 3 4 5 6 7 8 9 < 0 OK ⊲ ○ ≡ ⊲ ○ ≡
11	Enter the time of the original transaction and press OK . <i>See diagram></i>	1) Original Trans. Time (HH:MM) 13:06 Stude DND During Erity:
12	Customer enters PIN on encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK. See diagram>	1 2 3 4 5 6 7 8 < 0 < 0 < 0 < 0
13	The return will be processed and the transaction will be declined or approved. <i>See diagram></i>	
14	The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt.	APPROVAL TASS93

RETAIL RECEIPT EXAMPLE: DEBIT CARD RETURN

ABC STORE 123 Main Street Anytown, NY 11030 1 (877) 777-8888			123 Ma Anytowr	2 STORE ain Street a, NY 11030) 777-8888
 L/08/2019 rans #: 1 nvoice #:	08:09 Batch #: 1 105		01/08/2019 Trans #: 1 Invoice #:	
lerk #	4		Clerk #	4
RET	URN		ı	RETURN
cct: **	********5785		Acct:	**********5785
/pe:	Debit		Type:	Debit
ntry:	Card Swiped		Entry:	Card Swiped
RETURN AMOUNT: \$46.99			RETURN AN	IOUNT: \$46.00
esp:	Approved		Resp:	Approved
ode:	123456		Code:	123456
MERCHA	ANT COPY			pted with receipt bcstore.com
			CUST	OMER COPY
MERCHA		۰.	www.al	bcstore.com

CASH RETURN

6

Use the chart below to record a cash return in your Dejavoo payment terminal. It is important to note that cash transactions do not communicate with your processing bank. They are recorded in your terminal for your reporting purposes.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Press the CASH icon on your terminal home screen. A new screen will appear with the following options: SALE and RETURN . <i>See diagram</i> >	1 Credit Debit Debit EBT Food EBT Cash
2	Press RETURN icon to reach RETURN entry screen. See diagram>	$ \begin{array}{c} \hline \\ \hline $
3	Enter the RETURN amount using your number keypad. If the amount shown is correct press OK to confirm. <i>See diagram></i>	3
4	If prompted, input MANAGER PASSWORD (default password is 1234). <i>See diagram></i>	$ \begin{array}{cccccccccccccccccccccccccccccccccccc$
5	Press YES to confirm the return amount. See diagram>	5 0 0 0 0 0 0 0 0 0 0 0 0 0
6	The transaction is processed. Sales receipts will print with details of the transaction. <i>See diagram</i> >	

RETAIL RECEIPT EXAMPLE: CASH RETURN

ABC STORE 123 Main Street Anytown, NY 11030 1 (877) 777-8888		ABC 5 123 Mair Anytown, 1 (877)	NY 11030
01/08/2019	08:09	01/08/2019	08:09
Trans #: 1	Batch #: 1	Trans #: 1	Batch #: 1
Invoice #:	105	Invoice #:	105
Clerk #	4	Clerk #	4
RE	TURN	RET	TURN
Type:	Cash	Type:	Cash
Entry:	Manual	Entry:	Manual
AMOU	NT: \$55.38	AMOUN	T: \$55.38
Resp:	Approved	Resp:	Approved
Code:	Х	Code:	Х
MERCH	IANT COPY	CUSTON	IER COPY

AUTHORIZATION (AUTH ONLY)

- An Authorization Only transaction is used to verify funds and obtain an approval code. It is important to note that an Authorization Only does NOT CHARGE the customer's credit card however places a hold for the requested amount on the customer's open-to-buy limit. After an "Auth Only" is processed the approval code is used at a later time to perform a Ticket Only sale transaction to charge the account.
- 0

EXAMPLE: To reserve a cabin at Lake Cawanna there is a \$100.00 deposit required at the time of the reservation. The merchant processes an AUTH ONLY transaction for the \$100.00, receiving an authorization code to hold the funds. When the customer completes his/her stay the merchant charges the credit card by processing a TICKET ONLY sale using the authorization number that was previously obtained.

Auth Only: (ALLOWED FOR CREDIT ONLY)

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Press the CREDIT icon on your terminal home screen. A new screen will appear with the following options: SALE, RETURN, VOID, AUTH, TICKET and BALANCE . <i>See diagram</i> >	
2	Press AUTH icon to reach AUTH entry screen. See diagram>	Credit Debit SALE RETURN SALE RETURN SALE RETURN VOID SALE VOID SALE
3	Enter the AUTH amount using your number keypad. If the amount shown is correct press OK to confirm. See diagram>	
4	If prompted, input MANAGER PASSWORD (default password is 1234).	 □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □
5	A prompt will appear asking your customer to tap, insert, swipe or enter their card number manually. Choose the appropriate option. <i>See diagram></i>	Enter Amount \$25.00
6	The transaction will be processed and will be declined or approved.	1 2 3 Tap, Insert, Swipe or Enter Card # 4 5 6 \$25.00 7 8 9 CREDIT Auth
7	The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt.	

Retail Receipt Example: Authorization

IMPORTANT: This is NOT a sale. Authorization only transactions obtain an approval code for the requested amount and that amount is held against the cardholder's open to buy availability. A Ticket Only sale needs to be completed for the merchant to acquire funds for the transaction. Only a merchant copy of the receipt will print for Authorization transactions.

ABC STORE 123 Main Street Anytown, NY 11030 1 (877) 777-8888			
01/08/2019	08:09		
Trans #: 1	Batch #: 1		
Invoice #:	105		
Clerk #	4		
AUTHORIZATION ONLY			
Acct: ***	*********5555		
Type:	VISA		
Entry:	Card Swiped		
AMOUNT: \$23.99 Resp: Approved Code: 123456			
MERCHANT COPY			
MERCHANT COPT			

VOIDS

6

A Void transaction will nullify a transaction only when that transaction resides in the current batch; the transaction amount must be exactly the same as the original transaction amount.

The Dejavoo Terminal will check the database for the original transaction. View the If/Then chart (below) for more information.

Support of Void transactions on debit cards will vary by host; it may or may not be allowed, check with your Merchant Services provider for further clarification. You can void the following transaction types: Sale, Return & Ticket Only.

This section will provide the process for:

Void by CARD # & Amount
 Void Transaction - Find Transaction #

IF	THEN
If the Terminal can match card # and Amount in batch	The Terminal will process a VOID.
If the Terminal can match the card# but not the dollar amount	The terminal will then allow you to search by transaction number or view all open transactions with that account number.
If the Terminal does not find card in batch	The Terminal will display "Card Not Found" and cancel the VOID transaction.



EXAMPLE: The customer purchased a summer dress then brought it back a few hours later because it didn't fit. Since the terminal has not settled and the original transaction resides in the current batch the merchant processed a VOID transaction to nullify the original sale.

Void Credit Trans: Card Present

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Press the CREDIT icon on your terminal home screen. A new screen will appear with the following options: SALE, RETURN, VOID, AUTH, TICKET and BALANCE . <i>See diagram</i> >	2 Credit Debit 2 Credit Etter PM Credit Etter PM C
2	Press VOID icon to reach VOID entry screen. See diagram>	EBT Food EBT Cash
3	Enter the VOID amount using your number keypad. See diagram>	Cash TICKET BALANCE \equiv \bigstar \equiv \bigstar \triangleleft \bigcirc \equiv \bigstar
4	Press OK to confirm the void amount. <i>See diagram</i> >	3 ○ ♥ ₽ 1187 PM CREDIT VOID Enter Amount \$25.00
5	If prompted, input MANAGER PASSWORD (default password is 1234). <i>See diagram></i>	VOID Amount: \$-25.00 1 2 3 0K CANCEL 7 8 9
6	A prompt will appear asking your customer to tap, insert, swipe or enter their card number manually. Choose the appropriate option. <i>See diagram</i> >	
7	Enter the void transaction number and press OK . See diagram>	
8	The transaction will be processed and will be declined or approved.	Tap, Insert, Swipe or 1 2 3 Enter Card # 4 5 6 \$-25.00 7 8 9
9	Void receipts will print with details of the transaction.	CREDIT Void < 0 OK < 0 OK < 0 OK < 0 E



Void Credit Trans: Trans # (FROM FAVORITES)

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Press the STAR icon on your home screen to reach FAVORITES menu. <i>See diagram</i> >	2 Credit Debit Credit Septiment Receipt > Report >
2	Press VOID TRANSACTION in the FAVORITES menu. See diagram>	Report > View Summary Store N Forward >
3	If prompted, input MANAGER PASSWORD (default password is 1234). <i>See diagram></i>	3 MANAGER PASSWORD ★★★★★ A O E A
4	Press BY TRANSACTION # in the VOID TRANSACTION menu. <i>See diagram</i> >	By Transaction # Reference Number Invoice # 1 2 3 Approval Code 4 5 6 Last Transaction
5	Enter the TRANS NUMBER and press OK . <i>See diagram></i>	
6	Select the correct transaction that you want to void by pressing the screen and confirm that you want to void by pressing the SELECT button at the bottom of your screen. <i>See diagram</i> >	Void Transaction Enter Trans Num: 4 #6 Amt: \$25.00 Tip: \$3.75 Tot: \$28.75 MC ****0054
7	The transaction is processed. Void receipts will print with details of the transaction.	$\begin{array}{c c} Code: & VTLMC1\\ \hline Ref: & 1196129501689\\ \hline \hline & O & \blacksquare \\ \hline &$

RETAIL RECEIPT EXAMPLE: VOID SALE

Any	ABC STORE 3 Main Street town, NY 11030 (877) 777-8888	L	ABC STORE 123 Main Street Anytown, NY 11030 1 (877) 777-8888
01/08/201 Trans #: Invoice # Clerk #	1 Batch #: 1	01/08/ Trans Invoid Clerk	#: 1 Batch #: 1 ce #: 105
	VOID SALE		VOID SALE
Acct: Type: VOIDE	************5785 VISA D AMOUNT: \$164.38	Acct: Type: VC	************5785 VISA DIDED AMOUNT: \$164.38
Resp: Code:	V0IDED 123456	Resp: Code:	V0IDED 123456
	Disclaimer here) Muthuul au Customer Name	Refun	ds accepted with receipt www.abcstore.com CUSTOMER COPY
I	MERCHANT COPY		

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EBT: FOOD BENEFIT SALE (ELECTORNIC BENEFITS TRANSFER)

EBT (Electronic Benefits Transfer) provides both food stamp and/or cash benefits to customers. With EBT transactions customers access their benefits through the terminal by using their EBT cards. Merchants must be subscribed to an EBT host and an active PIN Pad is required. Use the chart below to process an EBT Food Stamp Transactions.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Press the EBT FOOD icon on your terminal home screen. A new screen will appear with the following options: SALE, RETURN, BALANCE and VOUCHER SL . <i>See diagram</i> >	Image: Credit gradient
2	Press SALE icon to reach EBT SALE entry screen. See diagram>	EBT Food Cash
3	Enter the EBT SALE amount and press OK . <i>See diagram</i> >	
4	A prompt will appear asking your customer to tap, insert, swipe or enter their card number manually. Choose the appropriate option. <i>See diagram></i>	1 2 3 4 5 6 7 8 9
5	Customer enters PIN on encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK. See diagram>	C O O EBT Sale C O C C C C C C C C C C C C C C C C C C
6	The sale will be processed and the transaction will be declined or approved. <i>See diagram></i>	Total: \$28.75 Enter PIN Sted FN During Enty:
7	You will be offered the option to print details of the transaction.	$\begin{array}{c ccccccccccccccccccccccccccccccccccc$



RETAIL RECEIPT EXAMPLE: EBT FOOD BENEFIT SALE

ABC STORE 123 Main Street Anytown, NY 11030 1 (877) 777-8888		
01/08/2019	08:09	
Trans #: 1 Clerk #	Batch #: 1 4	
SALE		
Acct: ***** Type: Entry: Trace#: Benefit:	******5555 EBT Swiped 123456 Food	
AMOUNT: \$164.38		
Resp: Code:	Approved 123456	
FS Ledger Bal: FS Avail Bal: FS Begin Bal: Ch Ledger Bal: Ch Avail Bal:	\$64.57 \$80.00 \$100.00 \$55.00 \$102.00	

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EBT: FOOD BENEFIT VOUCHER SALE

6

When a voice authorization has been previously obtained you should follow the steps below to complete an EBT Voucher Sale using the obtained voice authorization.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Press the EBT FOOD icon on your terminal home screen. A new screen will appear with the following options: SALE, RETURN, BALANCE and VOUCHER SL . <i>See diagram</i> >	Image: Credit Bebit Image: Credit Bebit Image: Credit Bebit Image: Credit Bebit Image: Solution Bebit Image: Solution Bebit <
2	Press VOUCHER icon to reach EBT VOUCHER SALE entry screen. <i>See diagram</i> >	EBT Food Cash
3	Enter the EBT VOUCHER SALE amount and press OK . See diagram>	3 • ● ● 1100 FM • ● ● 1100 FM • ● ● 1100 FM • ● ● 1100 FM • ● ● 1100 FM • ● ● 1100 FM • ● ● 1100 FM • ● ● 1100 FM • ● ● 1100 FM • ● ● 1100 FM • ● ● 1100 FM • ● ● 1100 FM • ● ● 1100 FM • ● ● 1100 FM • ● ● ● 1100 FM • ● ● ● 1100 FM • ● ● ● 1100 FM • ● ● ● 1100 FM • ● ● ● ■ 1100 FM • ● ● ● ■ 1100 FM • ● ● ● ■ 1100 FM • ● ● ■ 1100 FM • ● ● ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■
4	Enter the EBT Approval Code and press OK . See diagram>	123 456 789 asdfghjkt
5	Enter the EBT Serial Number amount and press OK . See diagram>	 C C
6	A prompt will then appear asking your customer to tap, insert or swipe their card. Manually enter the card number. <i>See diagram></i>	1234567 ((())) Tap, Insert, Swipe or Enter Card #
7	The transaction is processed, then approved or declined. You will be offered the option to print details of the transaction.	q wertyuiop $a \circ d f g h j k l$ $z \times c \vee b n m \circ$ $abc 123 - OK$ $\triangleleft O \equiv$ $\triangleleft O \equiv$

RETAIL RECEIPT EXAMPLE: EBT FOOD VOUCHER SALE

ABC STORE 123 Main Street Anytown, NY 11030 1 (877) 777-8888		
01/08/2019	08:09	
Trans #: 1	Batch #: 1	
Clerk #	4	
SA	LE	
Acct: ***	********55555	
Type: EBT		
Entry: Swiped		
Trace#: 123456		
Benefit: Food		
AMOUNT	: \$164.38	
Resp:	Approved	
Code:	123456	
FS Ledger Bal:	\$64.57	
FS Avail Bal:	\$80.00	
FS Begin Bal:	\$100.00	
Ch Ledger Bal:	\$55.00	
Ch Avail Bal:	\$102.00	

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EBT: FOOD BENEFIT RETURN

Use the steps below to process a Return for a Food Benefit Sale.

Note that a VOID is not allowed for EBT Food Benefit transactions, a return must be processed instead.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Press the EBT FOOD icon on your terminal home screen. A new screen will appear with the following options: SALE, RETURN, BALANCE and VOUCHER SL . <i>See diagram</i> >	Image: Credit gradient of the second seco
2	Press RETURN icon to reach EBT RETURN entry screen. <i>See diagram></i>	$\begin{array}{c} \hline \\ \hline $
3	Enter the EBT RETURN amount and press OK . See diagram>	3 EBT RETURN Enter Amount \$28.75 RETURN Amount: \$-28.75
4	Press OK to confirm the return amount. <i>See diagram</i> >	$ \begin{array}{cccccccccccccccccccccccccccccccccccc$
5	If prompted, input MANAGER PASSWORD (default password is 1234). <i>See diagram></i>	5 P 1 137 PM MANAGER PASSWORD **** ((())) Tap, Insert, Swipe or
6	A prompt will appear asking your customer to tap, insert, swipe or enter their card number manually. Choose the appropriate option. <i>See diagram></i>	1 2 3 4 5 6 7 8 9 <- 0 OK < ○ = < ○ =



EBT: FOOD BENEFIT RETURN

continued

STEP	ACTION	TOUCH SCREEN DISPLAY
7	Customer enters PIN on encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK. See diagram>	7 ● 1 1:07 PM 8 ● 1 1:07 PM Total: \$-28.75 Enter PIN ● ●
8	The return will be processed and the transaction will be declined or approved. <i>See diagram></i>	Shed PN During Entry 2 7 5
	9 You will be offered the option to print details of the	1 0 8 cancel
9 You will be offered the opti transaction.		9 🗶 ОК

RETAIL RECEIPT EXAMPLE: FOOD BENEFIT RETURN

ABC STORE 123 Main Street Anytown, NY 11030 1 (877) 777-8888		
01/08/2019	08:09 Batch #: 1	
Trans #: 1	Batch #: 1	
RET	URN	
Acct: *******555 Type: EBT Entry: Swiped Trace#: 123456 Benefit: Food		
AMOUNT: \$164.38		
Resp: Code:	Approved 123456	
FS Ledger Bal: \$64.57 FS Avail Bal: \$80.00 FS Begin Bal: \$100.00 Ch Ledger Bal: \$55.00 Ch Avail Bal: \$102.00		
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EBT: FOOD BENEFIT VOUCHER RETURN

Use the steps below to process a Return for a Food Benefit Voucher Sale.

Note that a VOID is not allowed for EBT Food Benefit transactions, a return must be processed instead.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Press the EBT FOOD icon on your terminal home screen. A new screen will appear with the following options: SALE, RETURN, BALANCE and VOUCHER SL . <i>See diagram</i> >	Credit Debit 2
2	Press RETURN icon to reach EBT RETURN entry screen. <i>See diagram></i>	EBT Food Cash
3	Enter the EBT RETURN amount and press OK . See diagram>	$ \begin{array}{c} \end{array} \\ \end{array} \\ \hline $
4	Press OK to confirm the return amount. <i>See diagram</i> >	EBT RETURN Enter Amount \$28.75
5	If prompted, input MANAGER PASSWORD (default password is 1234). <i>See diagram></i>	1 2 3 4 5 6 7 8 9 <- 0 OK
6	A prompt will appear asking your customer to tap, insert, swipe or enter their card number manually. Swipe or manually enter the card number. <i>See diagram></i>	 ✓ ○ = ✓ ○ = ✓ ○ = ✓ ○ = ✓ ○ = ✓ ○ = ✓ ○ = ✓ ○ = ✓ ○ = ✓ ○ = ✓ ○ = ✓ ○ = ✓ ○ = ✓ ○ = ✓ ○ = ✓ ○ = ✓ ○ = ✓ ○ = ✓ ○ = ✓ ○ = ✓ ○ = ✓ ○ = ✓ ○ = ✓ ○ = ✓ ○ = ✓ ○ = ✓ ○ = ✓ ○ = ✓ ○ = <!--</th-->
7	Customer enters PIN on encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK. See diagram>	((())) Enter PIN Tap, Insert, Swipe or Shind PN During Enty: Enter Card # *****
8	The transaction is processed, then approved or declined. You will be offered the option to print details of the transaction.	$\begin{array}{c ccccccccccccccccccccccccccccccccccc$

EBT: CASH BENEFIT SALE (ELECTORNIC BENEFITS TRANSFER)



Use the chart below to process an EBT Cash Benefit Sale Transaction.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Press the EBT CASH icon on your terminal home screen. A new screen will appear with the following options: SALE and BALANCE . <i>See diagram></i>	Image: Credit Debit Deb
2	Press SALE icon to reach EBT SALE entry screen. See diagram>	$\begin{array}{c} \hline \\ \hline $
3	Enter the EBT SALE amount and press OK . <i>See diagram</i> >	3 C C C C C C C C C C C C C C C C C C C
4	A prompt will appear asking your customer to tap, insert, swipe or enter their card number manually. Choose the appropriate option. <i>See diagram</i> >	12345678 \triangleleft 0 \triangleleft \bigcirc \equiv \bigcirc
5	Customer enters PIN on encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK. See diagram>	5 0 • 11.07 PM Total: \$25.00 Enter PIN Shed PN During Enty!
6	The transaction is processed, then approved or declined. You will be offered the option to print details of the transaction. <i>See diagram></i>	$\begin{array}{c ccccccccccccccccccccccccccccccccccc$



RETAIL RECEIPT EXAMPLE: EBT CASH BENEFIT SALE

ABC STORE 123 Main Street Anytown, NY 11030 1 (877) 777-8888		
01/08/2019	08:09	
Trans #: 1	Batch #: 1	
SA	LE	
Acct: ****	*******55555	
Type:	EBT	
Entry: Swiped		
Trace#: 123456		
Benefit:	Cash	
AMOUNT: \$164.38		
Resp:	Approved	
Code:	123456	
FS Ledger Bal:	\$64.57	
FS Avail Bal:	\$80.00	
FS Begin Bal:	\$100.00	
Ch Ledger Bal:	\$55.00	
Ch Avail Bal:	\$102.00	
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EBT: BALANCE INQUIRY



Use the chart below to process an EBT Balance Inquiry.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Press the EBT FOOD or the EBT CASH icon to reach the EBT menu. <i>See diagram></i>	2 Credit Debit
2	Press the BALANCE icon to reach BALANCE entry screen. <i>See diagram></i>	EBT Food Cash
3	Swipe EBT card. See diagram>	$\begin{array}{c} \blacksquare & \bigstar \\ \lhd & \bigcirc & \blacksquare \\ \end{array}$
4	Customer inputs PIN on encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK . <i>See diagram></i>	Total: \$0.00 Enter PIN Stield PN During Entry Tap, Insert, Swipe or Enter Card #
5	Terminal communicates to host for EBT balance and prints EBT balance. Once completed the terminal will return to idle prompt.	EBT Enq Food 2 7 5 1 0 8 4 6 3 9 ✓ OK



RETAIL RECEIPT EXAMPLE: EBT BALANCE INQUIRY

EBT RECEIPT: Food Balance Inquiry

ABC STORE	
123 Main Street	
Anytown, NY 11030	
1 (877) 777-8888	
	-

01/08/2019	08:09
FS Ledger Bal:	\$75.00
FS Avail Bal:	\$76.00
FS Begin Bal:	\$100.00

EBT RECEIPT: Cash Balance Inquiry

ABC STORE 123 Main Stre Anytown, NY 11 1 (877) 777-8	L030
01/08/2019	08:09
Ch Ledger Bal: Ch Avail Bal:	\$75.00 \$101.00