

globalpayments

QUICK REFERENCE GUIDE






Pay App
Verifone T650c and T650p

GENERAL INFORMATION

Follow the device prompts and refer to the user guide for more details. Self-explanatory and uncommon prompts are not included. Optional prompts include Clerk ID, Server ID, and invoice numbers on many transactions.

Tap the selection on the touchscreen. To scroll, slide your fingertip up or down the screen.

Pay App buttons often display below a data entry box and are used in combination with the virtual keypads.

Button	Function	Action
	Cancel	Tap to cancel a transaction or return the screen to the previous menu.
	Clear	Tap to clear an entered value. Important: Tap the virtual keyboard backspace icon (⌫) to delete one character per tap.
	Enter	Tap to select, confirm the option highlighted on a menu, or confirm the data entered.

Payment acceptance methods include:

- Inserting a card into the chip card reader.
- Tapping the contactless card or object at the near field communication (NFC) card reader.
- Swiping the card through the magnetic card reader slot.
- Manually entering the card by first tapping the number icon [#] and then the card information using the virtual keypad.

A prompt for a card verification value (CVV) requires a security code. This displays as three digits on the back of the card in the signature panel or four digits on the front of the card above the credit card number.

If the transaction is successful, the device displays an approval message, prints a merchant receipt, and, when configured, prints a customer receipt.

TRANSACTIONS

SALE

1. From the home screen, tap **SALE**.
2. Enter the amount, and then tap enter [✓].
3. If prompted for a tip, the customer:
 - Enters the tip amount when prompted **ENTER TIP AMOUNT**, and then taps enter [✓].
 - Selects one of the three pre-set tip percentage options, **NO TIP**, or **OTHER**, enters the amount for the tip, and then taps enter [✓].
4. The customer taps enter [✓] to confirm the total amount.
The **SWIPE**, **INSERT**, or **TAP CARD** prompt displays.
5. If manual entry is needed, tap [#], key in the credit card number, and then the expiration date.
 - If prompted, enter the password.
 - Tap **YES** if the card is present or **NO** if it is not present.
 - If prompted, enter the cardholder's address, ZIP code, and CVV.
6. The customer follows the prompts to complete the transaction.
 - If prompted, select the payment type. Examples include: **CREDIT**, **DEBIT**, **US DEBIT**, **DISCOVER DEBIT**, or **EBT** (If **EBT**, then select **FOOD STAMP SALE** or **CASH BENEFIT SALE**.)
 - If prompted, enter PIN and tap enter [✓].
7. If **PAYMENT PARTIALLY APPROVED** displays, select from the choices:
 - To accept the partially approved amount, tap enter [✓]. **CONTINUE NEXT TRANSACTION TO PROCESS BALANCE** displays. Use another card, and then tap enter [✓], or tap the cash icon [Ⓢ].
 - To void the transaction, tap cancel [X], and a void receipt prints.

REFUND

Use to refund a settled transaction and return funds to the customer.

1. From the home screen, tap **REFUND**.
2. If prompted, enter the manager password and tap enter [✓].
3. Enter the transaction amount and tap enter [✓].
The **SWIPE**, **INSERT**, or **TAP CARD** prompt displays.
4. If manual entry is needed, tap [#], key in the credit card number, and then the expiration date.
 - If prompted, enter the password.
 - Tap **YES** if the card is present or **NO** if it is not present.
 - If prompted, enter the cardholder's address, ZIP code, and CVV.

TRANSACTIONS (continued)

REFUND (continued)

- The customer follows the prompts to complete the transaction.
 - If prompted, select the payment type. Examples include: **CREDIT**, **DEBIT**, **US DEBIT**, **DISCOVER DEBIT**, or **EBT** (If **EBT**, then select **FOOD STAMP SALE** or **CASH BENEFIT SALE**.)
 - If prompted, enter PIN and tap enter [✓].

OPEN TAB or PRE-AUTH

Use to enter an estimated dollar amount and create an **OPEN TAB** or **PRE-AUTH**. Also, use the steps to increase the dollar amount of a previously entered **OPEN TAB** or **PRE-AUTH**.

- From the home screen, tap **OPEN TAB** or **PRE-AUTH**.
The screen might display: **FOR INCREMENTAL TRANSACTION, ENTER ORIGINAL REFERENCE NUMBER. BLANK IF NEW OPEN TAB or PRE-AUTH**.
- If prompted, select an option:
 - For a new Pre-Auth or Open Tab, tap enter [✓].
 - To change the amount, key the reference number and tap enter [✓]. Then enter the additional amount and tap enter [✓].
- Enter the amount, and then tap enter [✓].
The **SWIPE**, **INSERT**, or **TAP CARD** prompt displays.
- If manual entry is needed, tap [#], key in the credit card number, and then the expiration date.
 - If prompted, enter the password.
 - Tap **YES** if the card is present or **NO** if it is not present.
 - If prompted, enter the cardholder's address, ZIP code, and CVV.

CLOSE TAB or COMPLETION

Use to recall an **OPEN TAB** or **PRE-AUTH**, change a dollar amount, and finalize the sale.

- From the home screen, tap **CLOSE TAB** or **COMPLETION**.
- Enter the reference number and tap enter [✓].
- Enter the transaction amount and tap enter [✓].
- If prompted for a tip, the customer:
 - Enters the tip amount when prompted **ENTER TIP AMOUNT**, and then taps enter [✓].
 - Selects one of the three pre-set tip percentage options, **NO TIP**, or **OTHER**, enters the amount for the tip, and then taps enter [✓].
- The customer taps enter [✓] to confirm the total amount.

SUPPORT FUNCTIONS

REPRINT LAST RECEIPT

Use immediately after the transaction is completed.

- From the home screen, tap the menu icon (≡).
- Tap **REPRINT**.
- Tap **MERCHANT** or **CUSTOMER** to select the type of receipt.

REPRINT FROM TRANSACTION LIST

Use for a receipt in the transaction list.

- From the home screen, tap **TRANSACTION LIST**.
- Find the transaction and tap it.
- The transaction displays.
- Tap **MERCHANT** or **CUSTOMER** to select the type of receipt.

TIP ADJUST

If **TIP ADJUST** is enabled, use the tip adjustment function to add a tip amount to a previously authorized credit card sale.

- From the home screen, tap **TIP ADJUST**.
- If prompted, enter the manager password and tap enter [✓].
- Select the search type: **BY INVOICE**, **BY TRANSACTION #**, **BY SERVER**, or **ALL**.
- Enter the search information, scroll to the transaction, and then tap enter [✓] to edit the transaction.
- Enter a new tip amount, and then tap enter [✓].

VOID

Use to remove a transaction from the open batch. Use **VOID** instead of **REFUND** when possible.

- From the home screen, tap **VOID**.
- Select the search type: **BY TRANSACTION #** or **BY LAST 4 DIGITS** of the customer's card.
- If multiple transactions are found, scroll to the transaction.
- Select the transaction and tap enter [✓].

DELETE OPEN TAB or PRE-AUTH

Use to remove an **OPEN TAB** or **PRE-AUTH** from the open batch, for example, when a customer pays cash.

- From the home screen, tap **DELETE OPEN TAB** or **DELETE PRE-AUTH**.
- Enter the reference number and tap enter [✓].
- Confirm the information, and then tap enter [✓].

END-OF-DAY PROCESSING

Important: When tips are enabled, **TIP ADJUST** must be completed before the batch is settled. If a batch settles without tips, adjustments are not possible.

REPORTS

- From the home screen, tap the menu icon (≡).
- Tap **REPORTS**.
- Select **CURRENT** for today's transactions or **PREVIOUS** for transactions in the last three settled batches.
- Select the report type from the options.
 - SUMMARY**: Batch total by card type
 - DETAIL**: Transaction list
 - BOTH**: Batch total and transaction list
 - OPEN TAB** or **PRE-AUTH**: Open tab or pre-auth transactions that have not been completed or closed
- If prompted with options, tap **ALL**.
- If prompted, select the sort option:
 - BY CLERK**: View or print a report for one server.
 - ALL CLERKS**: View or print a transaction report sorted by clerk or server.
 - BY REF#**: View or print a transaction report sorted by reference number.
- If prompted, enter the clerk or server number and tap enter [✓].

BATCH SETTLEMENT

Perform a terminal settlement at least once per day. When the auto settle function is enabled, the batch closes at the configured time each day.

- From the home screen, tap **END OF DAY PROCESSING**.
- A settlement report prints and the screen displays **BATCH # ##### ACCEPTED**.

TERMINAL MESSAGES

DECLINED

The card issuer has not authorized the transaction. Ask for another form of payment or follow store policy.

HOLD/CALL or PICK UP CARD

Hold the card. Use the Suspicious Card (Code 10) procedure. Call the Voice Authorization Center.