

Dejavoo Z-11 User Guide



Voiding a Transaction with Card Present:

- * **Press** the Sale button and select Void
- * **Input** Void Amount
- * **Press** OK
- * **Insert/Swipe** or Manually enter in card information

*Terminal will reach out to host
Will print out receipts*

Return/Refund a Transaction:

- * **Press** the Sale button and select Return
- * **Input** the Return Amount
- * **Press** OK
- * **Insert/Swipe** or Manually enter card information

*Terminal will reach out to host
Will print out receipts*

Adjust/ Edit Tips:

- * **Press** OK to access Main Menu
- * **Select** Application
- * **Press** OK on Credit/ Debit/ EBT
- * **Select** Tips/ Tabs
- * **Select** Edit Tip
- * **Select** Adjust Tipped
- * **Enter** in your tips for the transactions

Running a Sale:

- * **Input** Sale Amount
- * **Press** OK
- * **Insert/ Swipe** or Manually enter in card information

Terminal will reach out to host

Will print out receipts

Voiding a Transaction without Card Present:

- * **Press** OK to access Main Menu
 - * **Select** Applications
 - * **Press** OK on Credit/ Debit/ EBT
 - * **Select** Host Utility and press OK
 - * **Select** Void Transaction and press OK
 - * **Select** either Trans # to void transaction or view all
 - * **Verify** transaction is correct transaction and amount
 - * **Press** OK to confirm
- Void receipts will print*

Manually Close a Batch:

- * **Press** OK to get to Main Menu
- * **Press** OK on Settlement
- * **Press** OK on Settle Daily Batch
- * **Enter** Password
- * **Select** Yes to confirm settle

Batch Report will print

Edit Date/Time:

- * **Press** OK to access Main Menu
- * **Select** Utility
- * **Select** Settings
- * **Select** Date/ Time
- * **To edit date**, press yellow back key and enter date using MM/DD/YY
- * **To edit time**, press yellow back key and enter time using military format