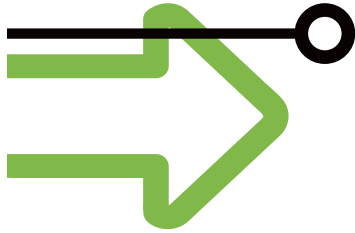


TERMINAL INFORMATION

DEJAVOO Z11 AND Z8 GUIDE



SALE - SWIPED/ CHIP

Key Amount of transaction

Press Enter

Insert Chip card or Swipe card

Terminal will connect to host. If approved – Merchant receipt will print. Customer receipt will follow.

TURN BEEPER OFF

Press OK to access Main Menu

Select Utility

Enter Password

Select Settings

Select Keyboard

Select Yes or No for Keyboard Sound

- If using Z8, press F3 for No. F2 for Yes
- If using Z11, tap Yes or No on screen

SETTLE A BATCH

Press OK to access Main Menu

Select Settlement

Select Settle Daily Batch

Enter Password

The batch will now be settled and will be printed out to confirm total.

EDIT DATE AND TIME

Press OK to access Main Menu

Select Utility

Enter Password

Select Settings

Select Date & Time

Input date using MM/DD/YY format

Input time (Will reflect Military Time)

Press Enter to confirm changes

SALE - KEYED

Key Amount of transaction

Key Card #

Press Enter

Key Expiration date (MMYY format)

Press Enter

Terminal May Prompt

- Card Present
- CVV
- Zip Code

Terminal will connect to host. If approved – Merchant receipt will print. Customer receipt will follow.

VOID TRANSACTION

Press OK to access Main Menu

Select Applications

Press Enter/OK on Credit/Debit/EBT

Select Host Utility

Enter Password

Select Void Transaction

Select Trans #

Enter the Trans # you want voided

Confirm total and Trans # correct and press Enter

*Merchant Receipt will print.
Customer copy will follow.*

REFUND TRANSACTION- SETTLED TRANSACTIONS

From Main Screen, change transaction type to Return

- If using the Z-11, tap Sale on screen and select Return
- If using Z-8, press yellow back arrow and select Return

Enter Amount and Press Enter

Insert, Swipe, or Manually enter card

- If manual, input the EXP Date (MMYY) and press Enter
- Select if Card Present or Not Present

*Merchant receipt will be printed.
Customer copy will follow.*

ADD OR ADJUST TIP

Press OK for Main Menu

Select Applications

Press Enter/OK on Credit/Debit/EBT

Select Tips and Tabs

Enter Password

Select Edit Tips

Select All

Select Transaction #

Input the Transaction # and input amount of tip for that transaction

Confirm that amount matches

VIEW REPORTS (PRINT)

Press OK to access Main Menu

Select Applications

Press Enter/OK on Credit/Debit/EBT

Select Reports

Enter Password

Select Daily, Detailed, or Summary

- Daily will print out automatically
- Detailed/Summary will give options to view or print

VIEW REPORTS (VIEW)

Press OK to access Main Menu

Select Reports

Select Daily/ Summary Report

Enter Password

Transactions will show up under these reports.

REPRINT RECEIPT (IF NOT SETTLED)

Press OK to access Main Menu

Select Applications

Select Credit/Debit/EBT

Select Reprint Receipt

Enter Password

Select one of following:

- Last Receipt
- Transaction #
- Card #

Will not be able to reprint receipts if the transactions have already been settled.



Simple Pricing. Simple Decisions.

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