

Extended Edition  
Verifone V200C & V240M  
User guide for POS terminals:



SALE IN INSTALMENTS

1. Select SALE.
2. Select INSTALMENTS.
3. – If the card only has a magnetic stripe, swipe it through the slot on the side of the terminal.
  - If the card has a chip, insert it into the slot on the front of the terminal.
  - If the card is contactless, the customer needs to tap it on the contactless symbol, at the top of the terminal.
4. Enter the amount and press the green key.
5. Enter the number of instalments and press the green key.
6. Enter the date of the first instalment and press the green key.
7. Re-enter the date of the first instalment and press the green key.
8. Keep the first printed receipt and press the green key to print your customer's receipt.

PRE-AUTHORISATION

1. Select PREAUTH.
2. Select NEW or PREAUTH.
3. Enter the amount you wish to be pre-authorised (temporarily hold) and press the green key.
  - If the card only has a magnetic stripe, swipe it through the slot on the side of the terminal.
  - If the card has a chip, insert it into the slot on the front of the terminal.
  - If the card is contactless, the customer needs to tap it on the contactless symbol, at the top of the terminal.
  - If the card is not present, enter its number and press the green key. Then enter the card's expiration date and press the green key. Repeat the entering of the card's number and expiration date followed by the pressing of the green key at the end.
4. Keep the receipt with the pre-authorisation number in your customer's file.

VOID PRE-AUTHORISATION

1. Select PREAUTH.
2. Select VOID PREAUTH.
3. Enter your terminal's password and press the green key.
4. Enter the transaction number you wish to cancel (can be located on the receipt, underneath JCClink, within brackets on the right) and press the green key.
  - If the card only has a magnetic stripe, swipe it through the slot on the side of the terminal.
  - If the card has a chip, insert it into the slot on the front of the terminal.
  - If the card is contactless, the customer needs to tap it on the contactless symbol, at the top of the terminal.
  - If the card is not present then enter its number and press the green key. Then enter the card's expiration date and press the green key. Repeat the entering of the card's number and expiration date followed by the pressing of the green key at the end.
5. Keep the first printed receipt and press the green key to print your customer's receipt.

CASHBACK

1. Enter the amount and press the green key.
  - If the card only has a magnetic stripe, swipe it through the slot on the side of the terminal.
  - If the card has a chip, insert it into the slot on the front of the terminal.
  - If the card is contactless, the customer needs to tap it on the contactless symbol, at the top of the terminal.
2. Select "YES" or "NO" from the CASHBACK menu. If you have selected "Yes", enter the Cashback AMOUNT and press the green key.
3. If the card is contactless, the customer needs to tap it on the contactless symbol, at the top of the terminal. (Re-tab the card)
4. Pass the terminal over to the customer to enter their PIN followed by the pressing of the green key.
5. Keep the first printed receipt and press the green key to print your customer's receipt.

INSTALLATION / TURN-ON THE TERMINAL	<p>To turn on the Verifone V200 TCP/IP terminal:</p> <ul style="list-style-type: none"> <li>- Remove the cover at the back of the terminal.</li> <li>- Plug in the power cable to the first position from the left.</li> <li>- Plug in the network cable in the position next to the power cable.</li> <li>- Press the green key continuously for 3 seconds.</li> </ul> <p>To turn on the Verifone V240 GPRS terminal:</p> <ul style="list-style-type: none"> <li>- Plug in the power cable to the first position from the left.</li> <li>- Press the green key continuously for 3 seconds.</li> </ul>
SALE WITH CARD	<ol style="list-style-type: none"> <li>1. Enter the amount and press the green key.</li> <li>2. – If the card only has a magnetic stripe, swipe it through the slot on the side of the terminal. Give the first printed receipt to the customer for signature. Verify that the signature matches with the one on the card. <ul style="list-style-type: none"> <li>– If the card has a chip, insert it into the slot on the front of the terminal. If the terminal prompts for the PIN, pass the terminal over to the customer to enter it.</li> <li>– If the card is contactless, the customer has to tap it on the contactless symbol, at the top of the terminal. If the terminal prompts for the PIN, pass the terminal over to the customer to enter it.</li> </ul> </li> <li>3. Keep the first printed receipt and press the green key to print your customer's receipt.</li> </ol> <p>If during the transaction the terminal displays the message DUPLICATE TRANSACTION CONTINUE Y/N? it means that the particular card transacted on the specific terminal once again during the course of the particular day, for the same amount. To accept and proceed with this transaction press the green key=Y and to stop press the red key=N.</p>
VOID TRANSACTION	<ol style="list-style-type: none"> <li>1. Select –VOID.</li> <li>2. Enter your terminal's password and press the green key.</li> <li>3. Enter the transaction number you wish to cancel (located on the receipt, underneath JCClink, within brackets on the right) and press the green key.</li> <li>4. Swipe the card through the slot on the side of the terminal or insert it into the slot on the front of the terminal or tap it on the contactless symbol, at the top of the terminal. <ul style="list-style-type: none"> <li>– If the card is not present, enter its number and press the green key. Then enter the card's expiration date and press the green key. Repeat the entering of the card's number and expiration date followed by the pressing of the green key at the end.</li> </ul> </li> </ol>
RE-PRINT RECEIPT	<p>In case you wish to re-print the last transaction's receipt (eg when you run out of printing paper while printing the last transaction):</p> <ol style="list-style-type: none"> <li>1. Select –DUPLICATE.</li> <li>2. Press the green key to print the customer's receipt.</li> </ol> <p>Note: The receipt of the last transaction can only be re-printed once.</p>
RETURN OF AMOUNT	<ol style="list-style-type: none"> <li>1. Select –RETURN</li> <li>2. Enter your terminal's password and press the green key.</li> <li>3. Enter the amount and press the green key.</li> <li>4. – If the card only has a magnetic stripe, swipe it through the slot on the side of the terminal. <ul style="list-style-type: none"> <li>– If the card has a chip, insert it into the slot on the front of the terminal.</li> <li>– If the card is contactless, the customer needs to tap it on the contactless symbol, at the top of the terminal.</li> <li>– If the card is not present, enter its number and press the green key. Then enter the card's expiration date and press the green key. Repeat the entering of the card's number and expiration date followed by the pressing of the green key at the end.</li> </ul> </li> <li>5. Keep the first printed receipt and press the green key to print your customer's receipt.</li> </ol> <p>Note for DCC transactions:</p> <p>If the original transaction was performed in a foreign currency (DCC), then during the refund process the terminal will prompt the user to select the original currency used as well as the exact exchange rate used in that particular transaction. These details can be found on the original transaction receipt.</p>
TRANSACTIONS REPORT	<p>BATCH refers to the transaction report of the particular day. To print the BATCH:</p> <ol style="list-style-type: none"> <li>1. Select –BATCH.</li> <li>2. Select –DETAIL.</li> <li>3. Enter your terminal's password and press the green key.</li> </ol>
BATCH TRANSMISSION	<ol style="list-style-type: none"> <li>1. Select –BATCH.</li> <li>2. Select –TRANSMIT BATCH.</li> <li>3. Enter your terminal's password and press the green key.</li> <li>4. Select –TRANSMIT BATCH.</li> <li>5. Keep the batch printout for your records.</li> </ol> <p>Note: It is strongly recommended that transactions are being left to automatically get transmitted at the preset time and not transmitted manually.</p>
TRANSACTION IN A FOREIGN CURRENCY (DCC)	<p>Important: A transaction in a foreign currency (DCC) should only be performed at the customer's request.</p> <ol style="list-style-type: none"> <li>1. Enter the amount in EURO and press the green key.</li> <li>2. – If the card only has a magnetic stripe, swipe it through the slot on the side of the terminal. <ul style="list-style-type: none"> <li>– If the card has a chip, insert it into the slot on the front of the terminal.</li> <li>– If the card is contactless, the customer needs to tap it on the contactless symbol, at the top of the terminal.</li> </ul> </li> <li>3. Offer the customer the option to pay in EURO or in their card's currency (GBP / USD / CHF / RUB by selecting the respective option). <ul style="list-style-type: none"> <li>– If the customer chooses EURO, the option LOCAL (EURO) needs to be selected and the transaction is completed by asking the customer to enter their PIN (for contactless or chip cards) or by asking the customer to sign the slip (for magnetic strip cards).</li> <li>– If the customer chooses the card's billing currency, eg GBP / USD / CHF / RUB, select option FOREIGN and then the respective currency option. Inform the customer of the transaction amount in their billing currency, as it is displayed on the terminal's screen.</li> </ul> </li> </ol> <p>If the customer agrees, press the green key and complete the transaction.</p> <p>If not, then press the red key to cancel and repeat the transaction by selecting option LOCAL (EURO) to perform the transaction in EURO.</p>
EXCHANGE RATES (DCC)	<p>Select –DCC RATES to print the foreign currency exchange rates.</p> <p>Note: The currency exchange rates are subject to change at anytime during the day.</p>
OFFLINE SALE	<p>Important: In case where a problem occurs and the transaction is disputed, the amount will be refunded to the cardholder since the card was not present (or used) during the transaction.</p> <ol style="list-style-type: none"> <li>1. Select –SALE.</li> <li>2. Select –OFFLINE.</li> <li>3. Enter the card number and press the green key.</li> <li>4. Enter the card's expiration date and press the green key.</li> <li>5. Repeat steps 3 and 4.</li> <li>6. Enter the amount and press the green key EN.</li> <li>7. Enter the authorisation number (AUTH NUMBER) you have obtained over the phone from JCC.</li> <li>8. Complete the transaction by asking the customer to enter their PIN (for contactless or chip cards) or by asking the customer to sign the slip (for magnetic strip cards).</li> <li>9. Keep the first printed receipt and press the green key to print your customer's receipt.</li> </ol>