



Sell Prepaid PINs

> Select Prepaid from the Main Menu and use the following instructions to sell a Prepaid Product

> Press **1** to sell prepaid

> Enter the five digit SKU of the Prepaid Product
-Example: Cingular \$25 Wireless (00506)

Press **0 0 5 0 6** and **ENTER**

> Enter your Clerk Code and
Press **ENTER**
-Example: Clerk Code=1234

Press **1 2 3 4** and **ENTER**

> The Product Name will be displayed and the user can **Confirm** or **Cancel** the sale
-Example: Cingular Wireless \$25

> To **Confirm** the sale, Press **ENTER**

NOTE: If you accidentally entered the wrong SKU or want to Cancel the sale, Press **MENU** and start over

> The terminal will dial-out and print out a receipt for the Prepaid Product

Sell POSA/Stored Value

> Select Prepaid from the Main Menu and use the following instructions to sell a Prepaid Product

> Press **1** to sell prepaid

> Swipe POSA/Stored Value card

> Enter your Clerk Code
NOTE: Stored Value cards will prompt the user to enter a load value

> The Product Name will be displayed and the user can **Confirm** or **Cancel** the sale

> To **Confirm** the sale, Press **ENTER**

> Sale is complete; card is now active

Generate Reports

> The following reports are available by pressing **3** on the Prepaid Menu

> **Clerks and Managers**

1. Clerk Log In/Out
2. EODay Report (End of Day)
3. EOShift Report (End of Shift)
4. Print SKU List
5. Update SKU List
6. Sales by User

> **1. Clerk Log In/Out**

Press **3** for Reports

> Press **1** for Clerk Log In/Out

> Enter your Clerk Code and
Press **ENTER**

> To Logout Automatically Press **1** for Yes
-Enter the time your shift ends (HHMM):
-Example: Shift ends at 9:00pm (use military time – 24 hour)
Press **2 1 0 0** and Press **ENTER**

Otherwise Press **3** for No

> **Logout Instructions**

Press **3** for reports and then Press **1** to logout
-Display will read "Logged Out"

> **2. End of Day – Sales summary for all clerks on the terminal**

Press **3** for Reports

> Press **2** for EODay Report

> Enter your Clerk Code and
Press **ENTER**

Generate Reports Cont.

> Enter start time
-Time/Date automatically starts at 12am of the day the report is run
-To change the time or date
Press **REVERSE** to erase text and enter date and time: YYYYMMDDHHMM
-Example: May 15, 2004 (05/15/2004) at 1:00am Press **2 0 0 4 + 0 5 + 1 5**
+ **0 1 0 0** then Press **ENTER**

> Enter end time using the instructions above and Press **ENTER**

> **3. End of Shift – Sales summary for a single clerk**
Refer to steps listed in EODay report, but Press **3** for EOShift report

> **4. Print SKU List**

Press **3** for Reports

Press **4** to Print SKU List

> Enter your Clerk Code and
Press **ENTER**

Terminal will dial-out and print a new SKU List

> **5. Update SKU List**

Refer to Update SKU List on the reverse side of this Guide

> **6. Sales by User**

Press **3** for Reports

Press **6** for Sales by User

> Enter your Clerk Code and
Press **ENTER**

> Enter Start Time or just Press **ENTER**

> Enter End Time or just Press **ENTER**

NOTE:
If you receive an error message, refer to the troubleshooting tips on the other side of this guide.



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-Example: Clerk Code=1234

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-Example: Cingular Wireless \$25

> To **Confirm** the sale, Press **ENTER**

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> Enter your Clerk Code
NOTE: Stored Value cards will prompt the user to enter a load value

> The Product Name will be displayed and the user can **Confirm** or **Cancel** the sale

> To **Confirm** the sale, Press **ENTER**

> Sale is complete; card is now active

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> The following reports are available by pressing **3** on the Prepaid Menu

> **Clerks and Managers**

7. Clerk Log In/Out
8. EODay Report (End of Day)
9. EOShift Report (End of Shift)
10. Print SKU List
11. Update SKU List
12. Sales by User

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Generate Reports Cont.

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Refer to Update SKU List on the reverse side of this Guide

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Lipman Nurit 8320



Generate Reports/Mgrs Only

MANAGERS ONLY

(Press **ENTER** on the Reports Menu for "SEE MORE")
1. Add Clerk
2. Disable Clerk
3. Clerk List

1. Add Clerk

Press **3** for Reports and then **ENTER** for "SEE MORE"

Press **1** to Add a Clerk Code Enter your Manager Code and

Press **ENTER** Enter new Clerk Code -Example: Clerk Code=1234

Press **1 2 3 4** and Press **ENTER**

Display will read Enter Clerk Name -Spell first and last name using

the **ALPHA** key with the corresponding number on the key pad

Press **ENTER** for terminal to dial-out and update the host -Display will read: Clerk Code Added

2. Disable Clerk

Press **3** for Reports and then **ENTER** for "SEE MORE"

Press **2** to Add a Clerk Code Enter your Manager Code and

Press **ENTER** Enter old Clerk Code to deactivate and Press **ENTER**

Press **ENTER** to deactivate the Clerk Code or **RECALL** to cancel and return to the Main Prepaid Menu

Generate Reports/Mgrs Only

3. Clerk List

Press **3** for Reports and then **ENTER** again for More

Press **3** to generate Clerk List Enter your Manager Code and

Press **ENTER** Terminal will dial-out and print a Clerk List

Update SKU List

When new Prepaid Products are available, Press **3** on the Prepaid Menu

Press **5** for "Update SKU List" Enter Clerk Code and Press

ENTER to start the update Terminal will dial-out and update

-If updates were made, the terminal will display: DOWNLOAD GOOD! And a new SKU LIST will print out

Terminal will flash **PRESS *** to wipe-out terminal. **DO NOT DO SO UNLESS INSTRUCTED BY THE HELP DESK**

Make sure you replace your old SKU list with the new one

Quick Tips

If you do not know the SKU Number for a product, you can Press **1** to SELL PREPAID

Press **ALPHA** to find a SKU Once you find the SKU Press **ENTER** to select it

NOTE: If you enter an invalid SKU you can Press

ALPHA to FIND A SKU

Troubleshooting Tips

Code Not Active

Occurs when a clerk is trying to sell a prepaid product but enters an invalid CLERK CODE. Please try to reenter your CLERK CODE, check with your manager, or call the Merchant Support line for assistance.

Invalid SKU The five digit SKU you entered is INVALID. Please refer to the SKU LIST to confirm that the SKU is correct. You can also

press the **ALPHA** key to search for the SKU (Refer to the Quick Tips section for instruction).

Server Failure - Call EWI System error - please call the Merchant Support line for assistance.

Out of Stock - Do Not Charge The SKU you selected is currently out of stock. When the SKU is available, your terminal will display "2 UPDATE SKU LIST." At this time, PRESS

2 and enter your CLERK CODE. A new SKU LIST will be printed and the product is now available for sale.

No Sale - Insufficient Funds Occurs when your Merchant Prepaid Account has exceeded its credit limit - please call the Merchant Support Line for assistance.

Terminal Login Failed Occurs when your merchant prepaid account has been deactivated - please call the Merchant Support line for assistance.



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FOR SUPPORT:

Hours of Operation: 7am - 5:00pm (PST) Merchant Support Number: 1-866-339-3299



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