



**Sell Prepaid Services**

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

> Press **F1** to sell prepaid

> Enter the five digit SKU of the Prepaid Product  
-Example: Cingular \$25 Wireless (00501)

Press **00501** and **↵**

> OR: Press **F4** for "Prepaid Menu"  
-Select a Product Type (i.e. wireless, content, etc.)  
-Select a Carrier (i.e. Boost, Verizon, etc.)  
-Select a denomination (i.e. \$10, \$20, \$50, etc.)

> Enter your Clerk Code and

Press **↵**  
-Example: Clerk Code=1234

Press **1234** and **↵**

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

Press **F1**  
**NOTE:** If you accidentally entered the wrong SKU or want to Cancel the sale,  
Press **F4** 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 **F1** to sell prepaid  
> Swipe POSA/Stored Value card

**Sell POSA/Stored Value Cont.**

> 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 **F1**  
-Sale is complete; card is now active

**Generate Reports**

> The following reports are available by pressing **F3** 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 **F3** for Reports  
> Press **1** for Clerk Log In/Out  
> Enter your Clerk Code and

Press **↵**  
> To Logout Automatically Press **F1**

for Yes  
-Enter the time your shift ends (HHMM):  
-Example: Shift ends at 9:00pm (use military time -24 hour)

Press **2100** and Press **↵**  
Otherwise Press **F4** for No

> **Logout Instructions**

> Press **F3** 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

**Generate Reports Cont.**

> Press **F3** for Reports  
> Press **2** for EODay Report  
> Enter your Clerk Code and

Press **↵**  
> Enter start time  
-Time/Date automatically starts at 12am of the day the report is run  
-To change the time or date

Press **↵** to erase text and enter date and time

> **2. End of Day Cont.**  
-YYYYMMDDHHMM  
-Example: May 15, 2004 (05/15/2004) at 1:00am Press **20040515** + **0100** + **15** + **0100** then Press **↵**

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

> **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 **F3** for Reports  
> Press **4** to Print SKU List  
> Enter your Clerk Code and  
Press **↵**  
> 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 **F3** for Reports  
> Press **6** for Sales by User  
> Enter your Clerk Code and  
Press **↵**  
> Enter Start Time or just Press **↵**  
> Enter End Time or just Press **↵**



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-Select a denomination (i.e. \$10, \$20, \$50, etc.)

> Enter your Clerk Code and

Press **↵**  
-Example: Clerk Code=1234

Press **1234** and **↵**

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

Press **F1**  
**NOTE:** If you accidentally entered the wrong SKU or want to Cancel the sale,  
Press **F4** and start Over

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

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> Swipe POSA/Stored Value card

**Sell POSA/Stored Value Cont.**

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**NOTE:** Stored Value cards will prompt the user to enter a load value

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> To **Confirm** the sale, Press **F1**  
-Sale is complete; card is now active

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> Press **F3** for Reports  
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> Enter your Clerk Code and  
Press **↵**  
> 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 **F3** for Reports  
> Press **6** for Sales by User  
> Enter your Clerk Code and  
Press **↵**  
> Enter Start Time or just Press **↵**  
> Enter End Time or just Press **↵**

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



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VeriFone Omni 3750



**Generate Reports/Mgrs Only**

> **MANAGERS ONLY (Press "More" on the Reports Menu)**  
1. Add Clerk  
2. Disable Clerk  
3. Clerk List

**1. Add Clerk**

> Press **F3** for Reports and then **F4** for More  
> Press **1** to Add a Clerk Code  
> Enter your Manager Code and  
> Press **↵**  
> Enter new Clerk Code  
-Example: Clerk Code=1234  
Press **1 2 3 4** and Press **↵**

> Display will read **Enter Clerk Name**  
-Spell first and last name using the **Alpha** key with the corresponding number on the key pad

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

**2. Disable Clerk**

> Press **F3** for Reports and then **F4** for More

> Press **2** to Add a Clerk Code

> Enter your Manager Code and

Press **↵**

> Enter old Clerk Code to deactivate and Press **↵**

> Press **↵** to deactivate the Clerk Code or "Clear" to cancel and return to the Main Prepaid Menu

**Generate Reports/Mgrs Only**

**3. Clerk List**

> Press **F3** for Reports and then **F4** for More

> Press **3** to generate Clerk List

> Enter your Manager Code and  
Press **↵**

**Update SKU List**

> When new Prepaid Products are available, the Prepaid Menu will display **F2** "Update SKU List"

> Press **F2**  
> Enter Clerk Code and Press **↵**

> 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 **F1** to SELL PREPAID

> Press **F4** to find a SKU  
> Once you find the SKU Press **↵** 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 **F2** UPDATE SKU LIST." At this time, PRESS **F2** 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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-Example: Clerk Code=1234  
Press **1 2 3 4** and Press **↵**

> Display will read **Enter Clerk Name**  
-Spell first and last name using the **Alpha** key with the corresponding number on the key pad

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**2. Disable Clerk**

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**FOR SUPPORT:**

Hours of Operation: 7am – 5:30pm (PST)  
Merchant Support Number: 1-866-339-3299

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Your destination for prepaid products

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