Quick Reference Guide – Dejavoo Z9

Chip/Tap/Swipe/ Manually Enter Credit Card Sale

1. Tap the "Credit" option on the screen.
2. Tap the "Sale" option on the screen.
3. Enter in the dollar amount and press the green "OK" button.
4. Tap, insert, swipe, or manually enter customer card information.
5. If prompted, confirm the sale amount by tapping "YES" or "NO".
6. Wait for the terminal to process the transaction. The terminal will print out a sales receipt with the details of the transaction.

Debit Sale

*Please note. Merchants should only use this process if they are setup to accept PIN Debit transactions. If not, please run all debit card sales as credit card sales.

1. Tap the "Debit" option on the screen.
2. Tap the "Sale" option on the screen.
3. Enter in the dollar amount and press the green "OK" button.
4. Tap, insert, or swipe card.
5. If prompted, confirm the sale amount by tapping "YES" or "NO".
6. Ask customer to enter the pin on terminal or pin pad and press the "Ok" green button.
7. Wait for the terminal to process the transaction. The terminal will print out a sales receipt with the details of the transaction.

Credit Card Return

You may issue a refund after a transaction has already been settled.

1. Tap the "Credit" option on the screen.
2. Tap the "Return" option on the screen.
3. Enter the return amount and press "OK" green button.
4. Tap, insert swipe, or enter in customers card information.
5. Confirm the return amount by tapping "YES" or "NO".
6. Wait for the terminal to process the refund. The terminal will print out a receipt.

Void Credit Card Transaction (Card Present)

Use this process to cancel a transaction that has not yet been settled.

1. Tap the "Credit" option on the screen.
2. Tap the "Void" option on the screen.
3. Enter to void amount and press the green "OK" button.
4. Confirm the return amount by tapping "OK" or "CANCEL".
5. Terminal might ask for the manager password. Please enter the password and press the "OK" green button.
6. Tap or insert the card.
7. The terminal will void the transaction and print a receipt.

Void Transaction (Card not present)

1. From the terminal screen, tap the star icon. This should bring you to the "Favorites" menu.
2. Tap "Void Transaction".
3. Terminal might ask for the manager password. Please enter the password and press the "OK" green button.
4. Input the transaction # that you wish to void and press the "OK" green button (locate on original receipt).
5. Confirm the void transaction by tapping on "Select".
6. Confirm the amount by tapping on "OK" or "Cancel".
7. Terminal might ask for the manager password. Please enter the password and press the "OK" green button.
8. The terminal will void the transaction and print a receipt.

Reprint Receipt

1. From the terminal screen, tap the star icon. This should bring you to the "Favorites" menu.
2. Tap on "Reprint Receipt".
3. Terminal might ask for the manager password. Please enter the password and press the "OK" green button.
4. Tap on the option you wish to search with (last, by transaction # or by card number).
5. Follow the prompts on the terminal and the receipt will print out.

Settle Daily Batch
1. From the terminal screen, tap the star icon. This should bring you to the "Favorites" menu.
2. Tap on "Settle Daily batch"
3. Terminal might ask for the manager password. Please enter the password and press the "OK" green button.
4. Terminal communicates with host.
5. Settle report will print out with the details of your transactions.

Printing Reports

1. From the terminal screen, tap the star icon. This should bring you to the "Favorites" menu.
2. Tap the option you wish to print (Daily Report or Summary report).
3. Terminal might ask for the manager password. Please enter the password and press the "OK" green button.
4. The report will print out.