Desk 3500 – Quick Reference Guide

Sale

1. Press 1 for Sale.
2. Press 1 for Credit or 2 for Debit (if enabled).
3. Enter the sale amount and press the green ENTER button.
4. Swipe, insert, tap, or key the customer's card number.
5. (Optional) press 2 for a customer copy.

Return

You may issue a refund after a transaction has already been settled, and the funds were taken out of the customer's account.

1. Press 2 for Return.
2. Press 1 for Credit.
3. Enter the return amount and press the green ENTER button.
4. Swipe, Insert, tap, or key in customer's card number.
5. (Optional) press 2 for a customer copy.

Void

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

1. Press 3 for Void.
2. Press 1 to select No for Void-Pre-Auth.
3. Press 5 to search by card number or choose another search option.
4. Enter the last 4 digits of the card number and press the green ENTER button or swipe the card.
5. Select the customers transaction by using the arrow keys and press the green ENTER button.
6. Press 2 to confirm voiding the transaction.
7. (Optional) press 2 for a customer copy.

Reprint Last Receipt

You can use this feature if the transaction hasn't been settled.

1. Press 7 for Other.
2. Press 3 for Reprint.
3. Press 1 for Last Receipt or Press 2 to Search.

a. For the **Last receipt**, press 1 for the Merchant Copy, press 2 for the Customer Copy or press 3 for Both.
b. To **Search:**
    1) Press 1 to select No for Reprint Pre-Auth.
    2) Press 5 to search by card number or choose to another search option.
    3) Enter the last 4 digits of the card number and press the green ENTER button.
    4) Select the customers transaction using the arrow and keys and press the green ENTER button.
    5) press 1 for the Merchant Copy, press 2 for the Customer Copy or press 3 for Both.

<u>Settlement/Batch</u>

1. Press 6 for Settlement.
2. Press 2 to close the batch and deposit funds.
3. Press 2 to print the report or wait 15 seconds for it to print automatically.

<u>Reports</u>

1. Press .,# key for the Admin Menu.
2. Press 1 for the Reports Menu.
3. Select a report, and any subsequent options.
4. Press 1 to print the report or press 2 to display the report.

<u>Adding a Clerk</u>

1. Press .,# key for the Admin Menu.
2. Press 2 for Clerk Menu.
3. Press 1 for Add ID.
4. Enter a Clerk ID and press the green ENTER button.
5. Press 2 to add another clerk ID or press 1 to return to the Clerk Menu.