

Pocket POS with P25-M User Guide

PocketPOS ® will enable the user to process credit card and check transactions.

The merchant is able to swipe or manually enter credit card information to process Sales, Authorizations, Returns and Voids. If the user has an active ACH processing account from their reseller they can process eCheck Sales, Voids and Returns. The user is also able to print cash sales receipts.

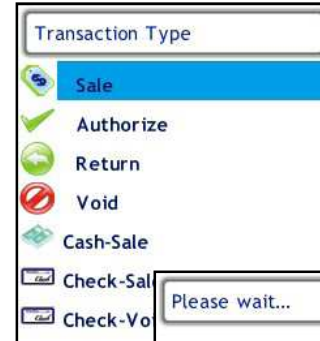


1. New Transaction

1.1. Sale Transaction

| STEP | ACTION | DISPLAY |
|------|--------|---------|
|------|--------|---------|

1. Select the transaction type for the card sale you are to process.



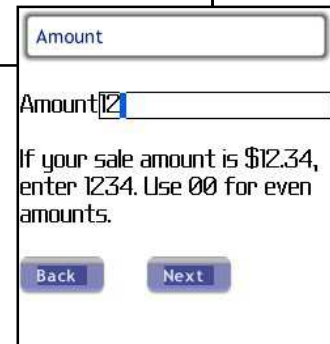
2. Swipe the card using the P25-M merchant peripheral. To enter the card information using the keypad, select **Manual**.








3. Verify card holder information by validating the last 4 digits and type of card as it is displayed on the screen.



4. Enter the sale amount.
Do not enter the decimal point (period).
Enter the sale amount using the keypad of your Device.
If your sale amount is \$12.34, enter 1 2 3 4 using the keypad, (if the sale amount is \$100.00 then enter 1 0 0 0 0).
Be sure to enter 00 if the amount is an even dollar amount.
Select **Next** to continue.



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| STEP | ACTION | DISPLAY |
|------|---|---|
| 5. | Verify the transaction details before selecting Confirm . |  |
| 6. | The transaction processing message displays while the waiting for approval from the host processor. |  |
| 7. | An approved response will be displayed as shown. To print receipts, select Print . To start a new transaction, select New . |  |
| 8. | On selecting Print , you will see: |  |
| 9. | Select Yes to print the Customer Copy, or No to exit. |  |

| STEP | ACTION | DISPLAY |
|------|--------|---------|
|------|--------|---------|

- If you receive a Declined Response, ask the customer for another form of payment. You can validate the declined response by calling your Merchant Service or Reseller.



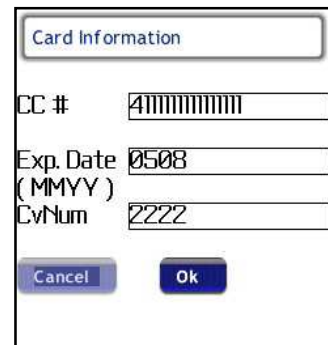
Process a manual input credit card transaction:

- If you are processing a manual input transaction you must enter the complete card number, card expiration date and Card code (i.e. CVC2, CCV2, and CID.)

When entering the Expiration Date be sure to enter the MONTH and YEAR in the MMY format.

The CvNum is a 3 digit number located on the back of Visa and MasterCard, and a 4 digit number located on the front of an American Express Card.

Select **Next** to continue.



- Enter the card holder's name as it appears on the card, please enter the First name and middle initial (if it appears on the card) in the top field and enter the card holders last name in the second field of the **Customer Info** screen. The Phone# field is not required.

Select **Next** to continue.



- Enter the billing address of the card holder to enable AVS (Address Verification System) fraud detection.

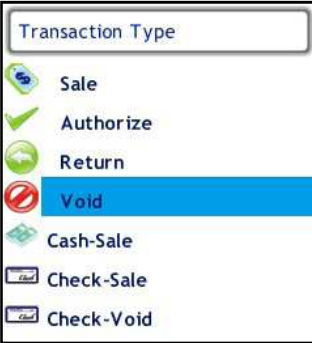



Enter the numeric portion in the top field and the street name in the second field; use the bottom field in the screen to enter the postal code of the card holder billing address.

Select **Next** to continue.



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1.2. Credit Card Void

| STEP | ACTION | DISPLAY |
|------|---|--|
| 1. | Select the Void transaction. |  <p>A screenshot of a 'Transaction Type' menu. The options are: Sale, Authorize, Return, Void (highlighted in blue), Cash-Sale, Check-Sale, and Check-Void.</p> |
| 2. | Swipe the card... |  <p>A screenshot of a 'Please wait...' screen with a 'Please Swipe Card...' instruction and a blue arrow pointing right. There are 'Cancel' and 'Manual' buttons at the bottom.</p> |
| 3. | Verify card holder information by validating the last 4 digits and type of card as it is displayed on the screen. |  <p>A screenshot of a 'Message Alert' screen. It displays 'Card Data Captured.', 'Card type:VI', and 'Acct:0010'. There is an 'Ok' button at the bottom.</p> |
| 4. | Enter the Transaction Reference Number, also identified as PnReF number, this number is the unique transaction number for transactions processed from Pocket POS ®. |  <p>A screenshot of an 'Amount' entry screen. It shows 'PnRef: 2043' and 'Amount: 12'. Below the input fields, there is a note: 'If your sale amount is \$12.34, enter 1234. Use 00 for even amounts.' There are 'Back' and 'Next' buttons at the bottom.</p> |
| | Select Next to continue. | |

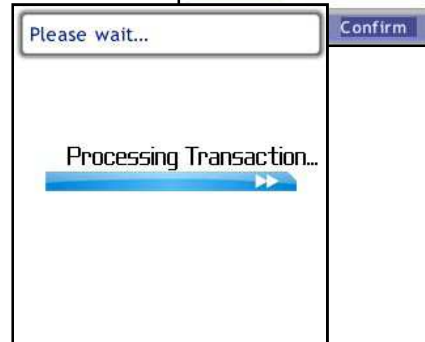
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| STEP | ACTION | DISPLAY |
|------|--------|---------|
|------|--------|---------|

5. Verify the transaction details before selecting **Confirm** to submit the transaction to the host processor.



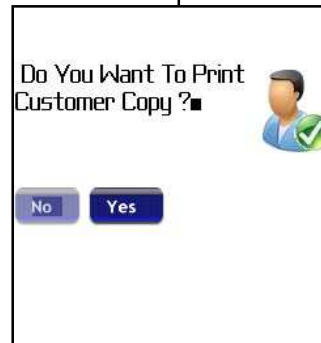
6. The transaction processing message will display while the Device waits for an approval from the host processor.



7. Select **Print** for the merchant receipt.



8. Select **Yes** for the customer receipt.

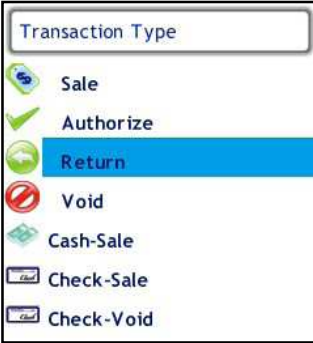





9. If you receive a Declined Response, ask the customer to confirm the form of payment. You can validate the declined response by calling your Merchant Service or Reseller.








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1.3 Credit Card Return

| STEP | ACTION | DISPLAY |
|------|---|--|
| 1. | Select the Return transaction type. |  <p>A list of transaction types: Sale, Authorize, Return (highlighted in blue), Void, Cash-Sale, Check-Sale, and Check-Void.</p> |
| 2. | Swipe the card... |  <p>A screen with a 'Please wait...' header, a 'Please Swipe Card...' instruction with a blue arrow pointing right, and 'Cancel' and 'Manual' buttons at the bottom.</p> |
| 3. | Verify card holder information by validating the last 4 digits and type of card as it is displayed on the screen. |  <p>A 'Message Alert' screen displaying: 'Card Data Captured.', 'Card type:VI', and 'Acct:0010'. An 'Ok' button is at the bottom.</p> |
| 4. | <p>Enter the Transaction Reference Number, also identified as PNREF number, this number is the unique transaction number for transactions processed from Pocket POS ®.</p> <p>Enter the amount without the decimal point. If your sale amount is \$12.34, enter 1 2 3 4 using the keypad, if the sale amount is \$100.00 then enter 1 0 0 0 0. Be sure to enter 0 0 if the amount is an even dollar amount.</p> <p>Select Next to continue.</p> |  <p>An 'Amount' entry screen showing 'PnRef : 2043' and 'Amount 2'. A note at the bottom says: 'If your sale amount is \$12.34, enter 1234. Use 00 for even amounts.' 'Back' and 'Next' buttons are at the bottom.</p> |

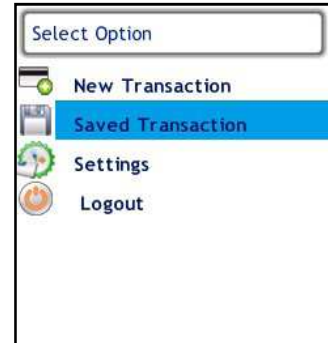
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| STEP | ACTION | DISPLAY |
|------|--|---|
| 5. | Verify the transaction details before selecting Confirm to submit the transaction to the host processor. |  |
| 6. | The transaction processing message will display while waiting for approval from the host processor. |  |
| 7. | Select "Print" for the Merchant receipt. |  |
| 8. | Select Yes for the customer receipt. |  |
| 9. | If you receive a Declined Response, ask the customer for another form of payment. You can validate the declined response by calling your Merchant Service or Reseller. |  |

2. Saved Transaction

| STEP | ACTION | DISPLAY |
|------|--------|---------|
|------|--------|---------|

1. Scroll and select **Saved Transaction**.



2. Saved transactions will be listed here, select the transaction of your choice to proceed.

