




SoftPay Quick Reference Card – RETAIL (v 4.0 or later)

Sale	Phone Order	Force
Select <input type="button" value="Sale"/>	Select <input type="button" value="Phone Order"/>	Select <input type="button" value="Force"/>
Or Swipe Card	Enter Amount <input type="button" value="↵"/>	Enter Amount <input type="button" value="↵"/>
Enter Amount <input type="button" value="↵"/>	Confirm Amount <input type="button" value="Yes"/> <input type="button" value="No"/>	Confirm Amount <input type="button" value="Yes"/> <input type="button" value="No"/>
Confirm Amount <input type="button" value="Yes"/> <input type="button" value="No"/>	Account # <input type="button" value="↵"/>	Swipe Card or Enter Account #, then press <input type="button" value="↵"/>
Select Card Type [if Debit enabled] <input type="button" value="Credit"/> <input type="button" value="Debit"/>	Exp Date [MMYY] <input type="button" value="↵"/>	Manual Entry Only
Manual Entry Only	PO Number <input type="button" value="↵"/>	Exp Date [MMYY] <input type="button" value="↵"/>
Exp Date [MMYY] <input type="button" value="↵"/>	Clerk ID <input type="button" value="↵"/>	Select Tran Type <input type="button" value="Sale"/> <input type="button" value="Phone"/>
Card Present? <input type="button" value="Yes"/>	V-Code [on back of card] <input type="button" value="↵"/>	Imprint Card [Sale Only] <input type="button" value="↵"/>
Imprint Card <input type="button" value="↵"/>	Zip Code <input type="button" value="↵"/>	Clerk ID <input type="button" value="↵"/>
Clerk ID <input type="button" value="↵"/>	Transaction processed, then merchant receipt prints...	Approval Code <input type="button" value="↵"/>
V-Code [on back of card] <input type="button" value="↵"/>	Print Cust Copy? <input type="button" value="Yes"/> <input type="button" value="No"/>	Transaction processed, then merchant receipt prints...
ZIP Code <input type="button" value="↵"/>	Refund	Void
Debit Only	Select <input type="button" value="Refund"/>	Void? <input type="button" value="Yes"/> <input type="button" value="No"/>
Customer: Enter PIN On PIN pad, then press <input type="button" value="↵"/>	Enter Amount <input type="button" value="↵"/>	Transaction processed, then merchant receipt prints...
Transaction processed, then merchant receipt prints...	Confirm Amount <input type="button" value="Yes"/> <input type="button" value="No"/>	Transaction ID, amount, and card number display
Print Cust Copy? <input type="button" value="Yes"/> <input type="button" value="No"/>	Password <input type="button" value="↵"/>	Select <input type="button" value="Void"/>
	Swipe Card or Enter Account #, then press <input type="button" value="↵"/>	Tran ID <input type="button" value="↵"/>
	Select Card Type [if Debit enabled] <input type="button" value="Credit"/> <input type="button" value="Debit"/>	Print Cust Copy? <input type="button" value="Yes"/> <input type="button" value="No"/>
	Manual Entry Only	
	Exp Date [MMYY] <input type="button" value="↵"/>	
	Imprint Card <input type="button" value="↵"/>	
	Transaction processed, then merchant receipt prints...	

Detail Report


Select right-most  key.

Select

Detail Report

Report Prints.

Totals Report

Select right-most  key.

Select

Totals Report

Select report by

Transactions

Card Type

Report Prints.

Settlement

Select

Settlement

Optional Prompts: Confirm Balance or Enter Balance.

Enter or Confirm



Or


Total: \$





Reports: Depending on Options, Totals, Detail or Both reports will print after settlement.


NOTE: Please remember to adjust tips BEFORE settlement.

Navigation Keys

 = Cancel or return to previous menu

 = Accept keyed information

 = Erase keyed information

 = Return to Main menu

FAQ

Q: Who can I call for help?

A:

Troubleshooting

Problem: Communication errors/no line detected

Solution: Check all connections

Problem: Help is the only option displayed on the menu.

Solution: Contact the Help Desk because your system is not initialized.