VERIFONE OMNI SERIES

Customer Service: 800-201-0461
24-Hour Technical Support: 800-632-1888

- Select the (F-key) for GIFTCARD (if necessary)
- To exit out of any program, press the star key, not the red "x" key.
- Be sure to run End of Day procedures.

SELL A NEW CARD

ACTION:

1. Press F1 to select "Gift" from menu.

2. Press F2 for "ACTIVATION".

3. Enter password* and press the green ENTER key.

4. Swipe card or enter card number, press the green ENTER key.

5. Enter activation amount. Press the green ENTER key.

DESCRIPTION:

ACTIVATION: Places value on a card for the first time.

REDEEM A CARD

ACTION:

1. Press F1 to select "Gift" from menu.

2. Press F1 for "Redeem Value".

3. Swipe card or enter card number, press the green ENTER key.

4. Enter amount. Press the green ENTER key.

DESCRIPTION:

SALE: Reduces the dollar value of a gift card by the amount entered.

NSF MESSAGE: If the card value is less than the sale amount, a NSF receipt prints showing the available card balance.

SPLIT TENDER: When an "amount due" message is displayed, press any key. A receipt prints showing the amount due.

GIFT CARD BALANCE

ACTION:

1. Press F1 to select "Gift" from menu.

2. Press the purple "More" key.

3. Press F2 for "CARD BALANCE".

4. Swipe card or enter card number, press the green ENTER key.

DESCRIPTION:

BALANCE: Looks up the current value of the gift card.

ADD VALUE TO CARD

ACTION:

1. Press F1 to select "Gift" from menu.

2. Press F3 for "ADD VALUE".

3. Enter password* and press the green ENTER key.

4. Swipe card or enter card number, press the green ENTER key.

5. Enter amount. Press the green ENTER key.

DESCRIPTION:

ADD VALUE: Increases the dollar value of an already-active gift card by the amount entered.

VOID LAST TRANSACTION

ACTION:

1. Press F1 to select "Gift" from menu.

2. Press F4 for "VOID".

3. Enter password* and press the green ENTER key.

4. Swipe card or enter card number, press the green ENTER key.

5. Enter Auth Code from gift card sale receipt.

DESCRIPTION:

VOID: Voids the last transaction.
HINT: To void older transactions, use "Add Value" or "Sale" to adjust card's balance to the correct amount. Make a note when you do this for accounting purposes.

*Passwords are as follows:
Load/activate/deactivate = 222222
Void = 12345

DEACTIVATE CARD

ACTION:

1. Press F1 to select "Gift" from the menu.

1. Press the purple "More" key.

2. Press F1 for "DEACTIVATE".

3. Enter password* and press the green ENTER key.

4. Swipe card or enter card number, press the green ENTER key.

5. Press F1 if the balance will be refunded.

DESCRIPTION:

DEACTIVATE: Permanently disables a card with an option to refund the balance to the customer.

*Passwords are as follows:
Load/activate/deactivate = 222222
Void = 12345

Lost Comm with Host: Phone signal interference during transaction.

Duplicate Transaction: Occurs when attempting to run the same transactions within 4 minutes.

No Line: Terminal is unable to find a dial tone.

Server ID: Optional. Enter ID if requested.

END OF DAY PROCEDURE

ACTION:

1. Press F4 for Reports.

2. Press F1 for Totals.

3. Press F3 for Gift.

4. Press F3 for Current Day.

5. Press F4 for Previous Day.

DESCRIPTION:

IMPORTANT: Failure to delete the batch will eventually cause an "out of memory" condition which can result in terminal malfunction and loss of data.