



## CREDIT / DEBIT Quick Reference Guide



### Retail | Dejavoo Z8 (with AURA)

Call UMPA tech support at the number below if you have questions.

UMPA Tech. / Supplies: (717) 832-0730

Visa / MC Voice Auth: (800) 291-4840

Eve / Weekend Help Desk: (717) 832-0730 #5

Merchant Number:



#### United Merchant Processing Association

300 West Cherry Street, Palmyra, Pa 17078

(717) 832-0730 | www.umpa-us.com

#### IMPORTANT

These steps have been provided as a guide for assistance with your Dejavoo Z8 screen payment device with AURA software.

**IMPORTANT:** The terminal's idle prompt displays **CREDIT** and **SALE** options and a prompt to enter the amount.

- To change payment type, press the ↓ arrow key to select the payment type you prefer.
- To change transaction type, press the ← key to select transaction type you prefer.

#### CHIP CREDIT SALE

- Input **SALE AMOUNT**. Press **OK**.
- Tap (contactless only) or insert chip card.
- The transaction is processed. Sales receipts will print with details of the transaction.

#### DEBIT SALE

- From terminal home screen, use the ↓ arrow key to highlight **DEBIT**. Press **OK**.
  - Input the **SALE AMOUNT**. Press **OK**.
- Tap (contactless only), swipe or insert chip card.
- Cardholder inputs PIN on terminal PIN Pad or external PIN Pad and presses **OK**.
  - The transaction is processed. Sales receipts will print with details of the transaction.

#### CREDIT CARD RETURN

- From terminal home screen, press the ← key to highlight **RETURN**. Press **OK**.
- Input the **RETURN AMOUNT**. Press **OK**.
- Confirm void amount by pressing **F2** (OK) or **F4** (CANCEL).
- If prompted input Manager Password (1234 default).
- Tap (contactless only), insert, swipe or manually enter card #.
- The transaction is processed. Return receipts will print with details of the transaction.

#### MANUALLY ENTERED CREDIT SALE

- Input **SERVER ID**. Press **OK**.
- Input **SALE AMOUNT**. Press **OK**.
- If prompted, confirm **SALE AMOUNT** by pressing **F2** (OK) or **F4** (CANCEL).
- Manually input card #.
- Follow the CNP prompts (input exp. date, ZIP code etc).
- The transaction is processed. Sales receipts will print with details of the transaction.

#### POWER CYCLE TERMINAL

- Press and hold the ⏻ key on the keyboard and release once terminal starts to reboot.

## REPRINT RECEIPT

- From the idle prompt, press **F1** to access the **SERVICES** menu.
- Use **↑↓** arrow keys to highlight **FAVORITES**. Press **OK**.
- Use **↑↓** arrow keys to highlight **REPRINT RECEIPT**. Press **OK**.
- If prompted, input Manager Password (1234 default).
- Use **↑↓** arrow keys to highlight desired option (**LAST, BY TRANSACTION #** or **BY CARD NUMBER**). Press **OK**.
- Use the **↑↓** keys to highlight desired copy (**MERCHANT** or **CUSTOMER**). Press **OK**.
- Transaction receipt prints.

## PRINTING REPORTS

- From the idle prompt, press **F1** to access the **SERVICES** menu.
- Use the **↑↓** arrow keys to highlight **FAVORITES**. Press **OK**.
- Use the **↑↓** arrow keys to highlight **REPORT**. Press **OK**.
- If prompted, input Manager Password (1234 default).
- Use the **↑↓** arrow keys to highlight desired report type. Press **OK**.
- **REPORT** prints.

## SETTLE DAILY BATCH

- From the idle prompt, press **F1** to access the **SERVICES** menu.
- Use the **↑↓** arrow keys to highlight **FAVORITES**. Press **OK**.
- Use the **↑↓** arrow keys to highlight **SETTLE DAILY BATCH**. Press **OK**.
- If prompted, input Manager Password (1234 default).
- Terminal communicates with the host.
- Settlement report prints.

## TURN CLERK PROMPT ON/OFF

- From the idle prompt, press **F1** to access the **SERVICES** menu.
- Use the **↑↓** arrow keys to highlight **CORE**. Press **OK**.
- Use the **↑↓** arrow keys to highlight **APPLICATIONS**. Press **OK**.
- Use the **↑↓** arrow keys to highlight **DvCREDITAPP**. Press **OK**.
- Use the **↑↓** arrow keys to highlight **SETUP**. Press **OK**.
- If prompted, input Manager Password (1234 default).
- Use the **↑↓** arrow keys to highlight **TRANS PROMPTS**. Press **OK**.
- Press **OK** to select **CLERKS**.
- Press **OK** to select **PROMPT**.
- Use the **↑↓** arrow keys to highlight desired option. Press **OK**.
- To return to the home screen press the key **X** 3 times.

## ADDING FAVORITES

- From idle prompt, navigate to the menu selection you would like to add to **FAVORITES**.
- Press the **•** key and use **↑↓** arrow keys to highlight **ADD TO FAVORITES**. Press **OK**.
- Use the **↑↓** arrow keys to highlight where in the list you want your new **FAVORITE** to appear. Press **OK**.
- Your menu selection will now appear in your **FAVORITES** menu.

KEY	FUNCTION
1-0 Number Keys	• Enter amounts, account numbers, dates and such.
<b>OK</b>	• Access Main Menu from idle prompt / Functions as the OK key
<b>X</b>	• Cancels transaction / Exits menu options to return to idle prompt
<b>←</b>	• Back space to clear data fields / Back out of menu options
<b>↑↓</b>	• Navigate through the menu options / Change transaction types

## UMPA QUICK LINKS

### MERCHANT REPORTING PORTAL

24/7 access makes it easy to manage your account when it is convenient for you.

<https://merchant.umpa-us.com/>

### GLOBAL CHECK PORTAL

Accept and process checks safely and securely and reduce your deposit time.

<http://globalcheck.com/merchant.html>

### PCI SAQ PORTAL

Stay PCI compliant – Download the PCI Survey form that pertains to your business and fax it back to us.

<https://umpa.pcitoolkit.com/version3/SignIn.aspx>

### GIFT CARD PORTAL

Increase your bottom line – Easy to implement and track. Do it all with your credit card terminal.

<https://merchant.umpa-us.com/gandlo/>