




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