

Pivotal Payments FlexPoint Payment Terminals Non-Integrated



FlexPoint Terminal Models:
340 - Dial / IP / WiFi
530 - WiFi
540 - Cellular / WiFi

* Press and hold **Red** button to turn Terminal on, **Red** to turn off.

- ▶ Swipe, Insert or Manually enter Card #
- ▶ Enter Tip (If applicable) or Select "No Tip"
- ▶ Terminal Communicates with the Host and Receipt prints out

Debit Sale

- ▶ Select "Sale" from the Select Function Screen
- ▶ Enter Amount and Press OK
- ▶ Select "Debit"
- ▶ Swipe, Insert or Manually enter Card #
- ▶ Enter Tip (if applicable) or Select "No Tip"
- ▶ Terminal Communicates with the Host and Receipt prints out

Credit Refund

- ▶ Select "Refund" from the Select Function Screen
- ▶ Enter Clerk ID and Passcode (If applicable)

Credit Sale

- ▶ Select "Sale" from the Select Function Screen
- ▶ Enter Amount & Press OK
- ▶ Select "Credit"

- ▶ Enter Amount and Press OK
- ▶ Select "Credit"
- ▶ Swipe, Insert or Manually enter Card #
- ▶ Terminal Communicates with the Host and Receipt prints out

Reversal (Full/Partial)

- ▶ Select "Reversal" from the Select Function Screen
- ▶ Select Full or Partial from the Reversal Screen
- ▶ Enter Ref#, Auth#, or Press Enter to Display List
- ▶ Confirm Reversal by Pressing the Green Key
- ▶ If Partial was Selected, Enter Desired Partial Reversal Amount and Press OK
- ▶ Terminal Communicates with the Host and Receipt prints out

Manual Batch Settlement

- ▶ Arrow down and Select "Settle"
- ▶ Highlight TSYS and press "Select"
- ▶ Confirm Batch Close and press "Yes"
- ▶ Confirm Batch Totals and press "Yes"
- ▶ Terminal Communicates with the Host and report prints out
- ▶ Press "OK" to finish

Tip Adjust

- ▶ Select "Adjust" from the Select Function Screen
- ▶ Enter Ref# or Auth# and select Enter
- ▶ Enter desired Tip Amount and select "Adjust"
- ▶ Confirm Totals and Select "OK"
- ▶ Terminal displays Captured message

- ▶ Press "Cancel" to return to the Select Function Screen

Alternative Tip Adjust

- ▶ Select "Adjust" from the Select Function Screen
- ▶ Select "Enter"
- ▶ Select "Ref#" or "Unadjusted"
- ▶ Select appropriate Clerk and Press "Select"
- ▶ Select appropriate transaction and Press "Select"
- ▶ Enter desired Tip Amount and Select "Adjust"
- ▶ Confirm totals (if enabled) and select "OK"
- ▶ Terminal displays Captured message
- ▶ Press "Back" twice and then "Cancel" to return to the Select Function Screen

Reprint a Receipt

- ▶ Select Reprint from the Select Function Screen
- ▶ Select a Reprint option
- ▶ Select "Last" (for last receipt) or "List" (to access a list of all transactions)
- ▶ or
- ▶ "Find" (to find a transaction via Ref#/Auth#)
- ▶ Select merchant or customer receipt
- ▶ Receipt prints

Reports

- ▶ Select "Reports" from the Select Function Screen
- ▶ Select the desired Report
- ▶ Select "Summary" (total amount) or "Detail" (individual transaction)
- ▶ Select "Current" (current batch), "Previous" (previous batch) or "Batch

#" (to enter a specific batch number)
 ▶ Select appropriate Processor and Press "Select"
 ▶ Report prints
 ▶ Press "Cancel" to return to the Select Function Screen

Print Clerk ID List

- ▶ Arrow down and Select "Reports"
- ▶ Arrow down and Select "Other"
- ▶ Select "Users"
- ▶ Report prints

Card Types

- ▶ Visa
- ▶ MasterCard
- ▶ Discover
- ▶ American Express
- ▶ Diners Club
- ▶ JCB
- ▶ Debit Cards

Creating Alpha Letters

- ▶ Press the "Alpha" button the number of times for the letter you want
- ▶ For example press "Alpha" 3 times and then number 2 one time to get "C"
- ▶ For lower case letters, Press and hold down the "Green" key and then Press the "Alpha" key and release together

Credit Offline Entry

- ▶ Select Offline from the Select Function Screen
- ▶ Select "Sale"
- ▶ Enter Amount and Press OK
- ▶ Choose "Credit"
- ▶ Swipe, Insert or Manually enter Card #
- ▶ Enter Approval Code (Obtained from the Voice Authorization Center) and Press "Enter"

- ▶ Terminal Displays Captured Message
- ▶ Receipt Prints

View Totals

- ▶ Arrow Down and Select Batch
- ▶ Select Totals
- ▶ Select TSYS (the Batch Totals will Display on Screen)
- ▶ Press OK

Failed Settlement (RB or QD Response)

- ▶ Terminal will Display RB (number) or QD (number)
- ▶ DO NOT Delete the Batch or Continue without Help Desk Verification
- ▶ Call the Help Desk

Terminal Messages

- ▶ BALANCE DUE - A Partial Authorization has Occurred. Ask the

Customer for Another form of Payment
 ▶ CALL - Call Voice Authorization Center. If Approved, Proceed with Offline Entry
 ▶ CARD READ ERROR - Magnetic Stripe or Chip wasn't Read Properly, Try Again
 ▶ COMM ERROR - A Communication Error has Occurred. Check Internet Connection
 ▶ GB (Number) - Good Batch. Batch Transmission Successful
 ▶ QD (Number) or RB (Number) - Quit Duplicating or Rejecting Batch. Call the Help Desk
 ▶ RECORD NOT FOUND - Reference Number is not Found in Terminal Batch

