


SoftPay Connect Quick Reference Card – RETAIL

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

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.



= 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: **800-342-9080** 24 x 7 x 365

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.