



## Money Order Terminal User Guide for VeriFone Vx570



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## Equipment Contents

- VeriFone Vx570 terminal
- AC power adapter (for VeriFone terminal)
- Telephone cord and/or Ethernet cable
- PI23 Electra money order printer
- Serial money order printer cable
- Money order printer power cable

**Please call the MEMO Help Desk at 800-922-8079 as soon as possible if you did not receive any of the above materials.**

## Chapter 1 - VeriFone Terminal Front Panel Features



Figure 1 – VeriFone Terminal Front Panel Features

## Chapter 2 - Connecting the Money Order Printer and VeriFone Terminal



**Figure 2 – Money Order Printer Connections**

1. Connect one end of the serial money order printer cable to the back of the printer (see Figure 2) and the other end to the back of the VeriFone terminal in the port labeled **RS232** (see Figure 3).
2. Connect the money order printer power cable to the back of the printer (see Figure 2) and then to an appropriate power outlet. Now use the **On/Off** switch (see Figure 2) to turn the printer on. This switch should **always** be left in the **On** position.
3. Connect the VeriFone AC power adapter to the round port on the side of the VeriFone terminal (see Figure 4). Make sure the notch on the power adapter is at the top. Once inserted, turn the notch counter-clockwise to securely lock in the cable. Now plug the AC power adapter into an appropriate power outlet. The terminal will automatically power up and the display will show:

```
VERIFONE VX570
QC0011A4
06/27/2011 VERIX
*DEFAULT CERTIFICATE*
COPYRIGHT 1997-2008
VERIFONE
ALL RIGHTS RESERVED
```

The VeriFone terminal display then proceeds to:

```
Starting
VMAC 3.9.0
Please Wait
```

If the money order printer switch is not turned on, or the printer cable is not connected, the VeriFone terminal will display the following message:

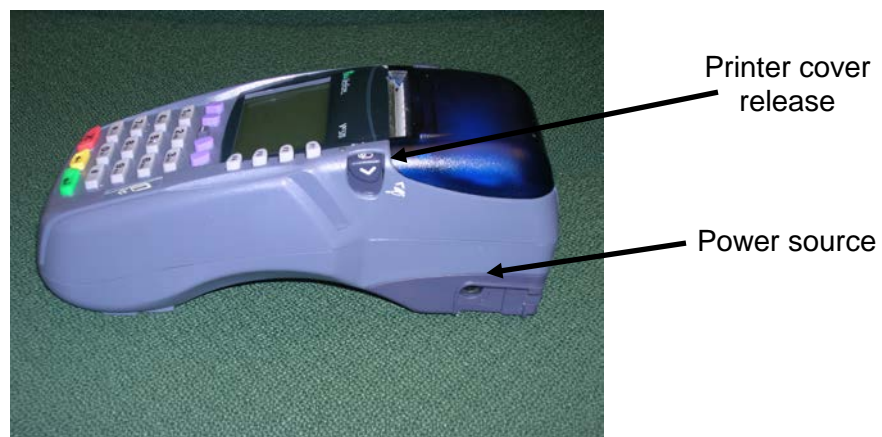
**Printer Not Connected  
Please Attach**



**Figure 3 – VeriFone Terminal Connectivity**

For VeriFone terminals that have a full-time broadband connection (high speed Internet, DSL, cable modem, etc.), connect one end of the Ethernet cable to the port labeled **10BaseT** (see Figure 3) and the other end to the Ethernet source connection (which may require a router).

All broadband connections should also have a dial-up back-up in the event the broadband connection is interrupted. To establish a dial-up connection, plug one end of the telephone cord into the Dial-up connection port (labeled with a telephone icon – see Figure 3) and the other end into the telephone wall jack.



**Figure 4 – VeriFone Terminal Right Side View**

## Chapter 3 - Loading Thermal Paper into the VeriFone Terminal

If the green light on the right side of the display is blinking, that indicates that the VeriFone terminal is out of paper. To load paper:

1. The printer cover release is on the right side of the terminal (see Figure 4). Open the printer cover by pushing down on the printer cover release.
2. Loosen the end of the new roll of paper and drop it into the printer tray (see Figure 5) with the loose end toward the front of the terminal.









Figure 5 – VeriFone Terminal Front View



3. Gently close the cover until it clicks shut. The green light should now stay illuminated. Allow a small amount of paper to protrude from the cover. The terminal display should now show (the v0.0.0 is the terminal's software version number and the XXXX is the number of money orders loaded in the printer):

```
v0.0.0
XXXX Enter Passcode

(current date & time)
(online)/(dialup)/error
```

## Chapter 4 - Loading Money Orders into the Printer

USER ACTION:	VERIFONE DISPLAYS:
<p>1. Insert the printer key into the lock; then push the key in and turn it to the right to open the printer door.</p>  <p style="text-align: center;"><b>Figure 6 – Money Order Printer Front</b></p>	<p>Print Reports *1</p> <p>Next Prev</p>
<p>2. Press the far left purple button  under the word <b>Next</b> once to receive a <b>Load Documents</b> message on the terminal display.</p>	<p>Load Documents *2</p> <p>Next Prev</p>
<p>3. Press the green arrow button  at the bottom of the terminal.</p>	<p>Load Documents *2</p> <p>Enter 1st Serial No.</p>
<p>4. Enter the serial number (including check digit) of the first money order in the pack to be loaded, then press the green arrow button  at the bottom of the terminal.</p>	<p>Load Documents *2</p> <p>Enter Last Serial No.</p>
<p>5. Enter the serial number (including check digit) of the last money order in the pack to be loaded, then press the green arrow button  at the bottom of the terminal.</p> <p><b>The VeriFone terminal will know whether a partial or full pack of money orders has been loaded and display the appropriate message accordingly.</b></p>	<p><b><u>Partial Pack Message:</u></b></p> <p>Load Documents *2</p> <p>Partial Pack?</p> <p>Press enter or CANCEL</p> <p><b><u>Full Pack Message:</u></b></p> <p>Load Documents *2</p> <p>Load paper in printer</p> <p>Press a key</p>
<p>6. Press the green arrow button  at the bottom of the terminal.</p>	<p>Load Documents *2</p> <p>Load paper in printer</p> <p>Press a key</p>

USER ACTION:	VERIFONE DISPLAYS:
<p>7. To physically load money orders into the printer, first find the feeding slot just below the printing unit. Feed the forms into the slot and align document holes with the pins on the left and right side of the printer (see Figure 7). Locate the silver printer wheel on the right side of the printer. Advance the printer wheel slowly forward to load the forms until the top of the first money order is even with the top of the tear bar.</p> <div data-bbox="284 472 1347 787" style="text-align: center;"> </div> <p style="text-align: center;"><b>Figure 7 – Money Order Printer Paper Path</b></p>	
<p>8. Close the printer door and lock it by pushing the printer key in and turning it to the left until it stops. Press the green arrow button  at the bottom of the terminal.</p>	<p>Document Verification Required Press ENTER</p>
<p>9. The printer will automatically advance the forms so that the first money order serial number is exposed (at the top of the printer).</p>	<p>Enter Exposed Serial #</p>
<p>10. Enter the exposed money order serial number (including check digit), then press the green arrow button  at the bottom of the terminal. The form will retract back into the printer until it aligns with the top of the tear bar.</p>	<p>v0.0.0 XXXX Enter Passcode  (current date &amp; time) (online)/(dialup)/error</p>
<p>11. The XXXX in front of the <b>Enter Passcode</b> message denotes the number of money orders that are left to print in the printer (i.e. 0487 indicates there are 487 money orders in the printer).</p>	

## Document Error Messages

There are a number of error messages that can occur when loading money orders. In each case, once you press any button, you can re-enter the correct information.

USER ACTION:	VERIFONE DISPLAYS:
1. If an incorrect check digit is entered, this error message shows.	Load Document *2 Invalid Check Digit Press a key
2. If an invalid money order range is entered, this error message shows.	Load Document *2 Invalid Range Press a key
3. If a money order range is entered that exceeds the allowable pack size, this error message shows.	Load Document *2 Enter Last Serial No. Pack Length Exceeded Press a key
4. When entering the exposed money order serial number, if an incorrect check digit is entered, this error message shows. The xxxxxxxx denotes the money order number entered.	Enter Exposed Serial # xxxxxxxx Invalid Check Digit Press CANCEL
5. When entering the exposed money order serial number, if a previous pack's money order serial number is entered, this error message shows.	Ser. # Not In Memory Press a key



## Chapter 5 - Terminal Operation

The VeriFone terminal allows an operator **who has a valid system passcode** to:

- Dispense money orders
- Dispense vendor payments (if the terminal is programmed to issue vendor payments)
- Void money orders and vendor payments
- Print a shift report
- Print a daily summary report

**The money order printer door must be closed to perform sales transactions.**




### Entering Operator Passcode

USER ACTION:	VERIFONE DISPLAYS:
<p>1. The terminal will display its main screen message.</p> <p>The XXXX in front of the <b>Enter Passcode</b> denotes the number of money orders that are left to print in the printer (i.e. 0487 indicates there are 487 money orders in the printer). The current date and time are also shown.</p>	<p>v0.0.0 XXXX Enter Passcode</p> <p>(current date &amp; time)</p> <p>(online)/(dialup)/error</p>
<p>2. Type in your four-digit operator passcode and then press the green arrow button  .</p> <p>If the operator passcode is entered correctly, the display will show:</p>	<p>Enter Money Order 1 Amount:</p> <p>Doc Void Repts Comm</p>
<p>3. If the operator passcode is entered incorrectly, the display will show:</p>	<p>v0.0.0 XXXX Enter Passcode Invalid Passcode Press CANCEL</p> <p>(current date &amp; time)</p> <p>(online)/(dialup)/error</p>
<p>4. If an invalid operator passcode is entered, press the red cancel button  and re-enter a valid passcode.</p>	<p>v0.0.0 XXXX Enter Passcode</p> <p>(current date &amp; time)</p> <p>(online)/(dialup)/error</p>
<p>5. If an invalid operator passcode is entered more than four times in a row, the terminal will lock up for five minutes.</p>	<p>Terminal Locked Due to 4 Invalid Passcode Attempts Will Unlock in 5 min.</p>







## Chapter 6 - Dispensing Money Orders with Retail Fee

### Single Money Order with Retail Fee

The VeriFone terminal is preprogrammed with a retail money order fee between \$0.00 and \$3.00 as agreed upon with MEMO.

USER ACTION:	VERIFONE DISPLAYS:
1. Type in your four-digit operator passcode and then press the green arrow button  at the bottom of the terminal.	Enter Money Order 1 Amount: Doc Void Repts Comm
2. Enter the amount of the money order <b>without a decimal point</b> (i.e. 1234 for \$12.34 or 500 for \$5.00) and then press the green arrow button  at the bottom of the terminal.	Enter Money Order 1 Amount: 12.34 No Fee (F3) Done (F4)
3. Press the <b>F4</b> button next to the word <b>Done</b> . <b>If you do not need to edit or delete the money order, skip to step #6.</b> <b>To edit or delete the money order, proceed with step #4.</b>	Total Payment: \$ 12.73 Edit(F3) Done(F4)
4. To edit or delete the money order, press the <b>F3</b> button. <b>Then</b> press the <b>F1</b> button to change the money order amount or press the <b>F2</b> button to delete the money order or press the <b>F3</b> button to remove the retail fee. After changing the money order amount or retail fee, press the green arrow button  at the bottom of the terminal.	Review MO #1 Edit(F1) Amount: 12.34 Del (F2) Fee: 0.39 No Fee(F3) Done(F4)
5. Press the <b>F4</b> button next to the word <b>Done</b> .	Total Payment: \$ 12.73 Edit(F3) Print(F4)
6. Press the <b>F4</b> button next to the word <b>Print</b> to print the money order.	Sending transaction...
7. The display will reset to the main screen for the next transaction.	v0.0.0 XXXX Enter Passcode (current date & time) (online)/(dialup)/error

## Multiple Money Orders with Retail Fee




USER ACTION:	VERIFONE DISPLAYS:
<p>1. Type in your four-digit operator passcode and then press the green arrow button  at the bottom of the terminal.</p>	<p>Enter Money Order 1 Amount:</p> <p>Doc Void Repts Comm</p>
<p>2. Enter the amount of the first money order <b>without a decimal point</b> (i.e. 1234 for \$12.34 or 500 for \$5.00) and then press the green arrow button  at the bottom of the terminal.</p>	<p>Enter Money Order 1 Amount: 12.34</p> <p>No Fee(F3)</p> <p>Done(F4)</p>
<p>3. Enter the amount of the second money order <b>without a decimal point</b> (i.e. 4321 for \$43.21) and then press the green arrow button  at the bottom of the terminal.</p>	<p>Enter Money Order 2 Amount: 43.21</p> <p>No Fee(F3)</p> <p>Done(F4)</p>
<p>4. If there are no more money orders in the transaction, press the <b>F4</b> button next to the word <b>Done</b>.</p> <p><b>If you do not need to edit or delete any money order, skip to step #8.</b></p> <p><b>To edit or delete any money order, proceed with step #5.</b></p>	<p>Total Payment: \$ 56.33</p> <p>Edit(F3)</p> <p>Done(F4)</p>
<p>5. To edit or delete the first money order, press the <b>F3</b> button. <b>Then</b> press the <b>F1</b> button to change the money order amount or press the <b>F2</b> button to delete the money order or press the <b>F3</b> button to remove the retail fee.</p> <p>After changing the money order amount or retail fee, press the green arrow button  at the bottom of the terminal.</p>	<p>Review MO #1 Edit(F1)</p> <p>Amount: 12.34 Del (F2)</p> <p>Fee: 0.39 No Fee(F3)</p> <p>Next Done(F4)</p>
<p>6. You can use the purple buttons  under the word <b>Next</b> or <b>Prev</b> to view each money order. To edit or delete any money order, press the <b>F3</b> button. <b>Then</b> press the <b>F1</b> button to change the money order amount or press the <b>F2</b> button to delete the money order or press the <b>F3</b> button to remove the retail fee.</p> <p>After changing the money order amount or retail fee, press the green arrow button  at the bottom of the terminal.</p>	<p>Review MO #2 Edit(F1)</p> <p>Amount: 43.21 Del (F2)</p> <p>Fee: 0.39 No Fee(F3)</p> <p>Prev Done(F4)</p>

USER ACTION:	VERIFONE DISPLAYS:
7. Press the <b>F4</b> button next to the word <b>Done</b> .	Total Payment: \$ 56.33 Edit(F3) Print(F4)
8. Press the <b>F4</b> button next to the word <b>Print</b> to print the money orders.	Sending transaction...
9. The display will reset to the main screen for the next transaction.	v0.0.0 XXXX Enter Passcode (current date & time) (online)/(dialup)/error





**When printing multiple money orders, there may be a slight delay between the printing of each document.**



## Chapter 7 - Dispensing Money Orders without Retail Fee

### Single Money Order without Retail Fee

USER ACTION:	VERIFONE DISPLAYS:
1. Type in your four-digit operator passcode and then press the green arrow button  at the bottom of the terminal.	Enter Money Order 1 Amount:  Doc Void Repts Comm
2. Enter the amount of the money order <b>without a decimal point</b> (i.e. 1234 for \$12.34 or 500 for \$5.00) and then press the green arrow button  at the bottom of the terminal.	Enter Money Order 1 Amount: 12.34  No Fee(F3)  Done(F4)
3. Press the <b>F3</b> button to remove the retail fee.	
4. Press the <b>F4</b> button next to the word <b>Done</b> . <b>If you do not need to edit or delete the money order, skip to step #7.</b> <b>To edit or delete the money order, proceed with step #5.</b>	Total Payment: \$ 12.34  Edit(F3)  Done(F4)
5. To edit or delete the money order, press the <b>F3</b> button. <b>Then</b> press the <b>F1</b> button to change the money order amount or press the <b>F2</b> button to delete the money order or press the <b>F3</b> button to add the retail fee back.  After changing the money order amount or retail fee, press the green arrow button  at the bottom of the terminal.	Review MO #1 Edit(F1)  Amount: 12.34 Del (F2) Fee: 0.00 Fee (F3)  Done(F4)
6. Press the <b>F4</b> button next to the word <b>Done</b> .	Total Payment: \$ 12.34  Edit(F3)  Print(F4)
7. Press the <b>F4</b> button next to the word <b>Print</b> to print the money order.	Sending transaction...
8. The display will reset to the main screen for the next transaction.	v0.0.0  XXXX Enter Passcode  (current date & time)  (online)/(dialup)/error





## Multiple Money Orders without Retail Fee



USER ACTION:	VERIFONE DISPLAYS:
1. Type in your four-digit operator passcode and then press the green arrow button  at the bottom of the terminal.	Enter Money Order 1 Amount:  Doc Void Repts Comm
2. Enter the amount of the first money order <b>without a decimal point</b> (i.e. 1234 for \$12.34 or 500 for \$5.00) and then press the green arrow button  at the bottom of the terminal.	Enter Money Order 1 Amount: 12.34  No Fee(F3)  Done(F4)
3. Press the <b>F3</b> button to remove the retail fee.	
4. Enter the amount of the second money order <b>without a decimal point</b> (i.e. 4321 for \$43.21) and then press the green arrow button  at the bottom of the terminal.	Enter Money Order 2 Amount: 43.21  No Fee(F3)  Done(F4)
5. Press the <b>F3</b> button to remove the retail fee.	
6. If there are no more money orders in the transaction, press the <b>F4</b> button next to the word <b>Done</b> .  <b>If you do not need to edit or delete any money order, skip to step #10.</b>  <b>To edit or delete any money order, proceed with step #7.</b>	Total Payment: \$ 55.55  Edit(F3)  Done(F4)
7. To edit or delete the first money order, press the <b>F3</b> button. <b>Then</b> press the <b>F1</b> button to change the money order amount or press the <b>F2</b> button to delete the money order or press the <b>F3</b> button to add the retail fee back.  After changing the money order amount or retail fee, press the green arrow button  at the bottom of the terminal.	Review MO #1 Edit(F1)  Amount: 12.34 Del (F2) Fee: 0.00 Fee (F3)  Next Done(F4)

USER ACTION:	VERIFONE DISPLAYS:
<p>8. You can use the purple buttons  under the word <b>Next</b> or <b>Prev</b> to view each money order. To edit or delete any money order, press the <b>F3</b> button. <b>Then</b> press the <b>F1</b> button to change the money order amount or press the <b>F2</b> button to delete the money order or press the <b>F3</b> button to add the retail fee back.</p> <p>After changing the money order amount or retail fee, press the green arrow button  at the bottom of the terminal.</p>	<pre>Review MO #2      Edit(F1) Amount:  43.21   Del (F2) Fee:  0.00                 Fee (F3)                 Prev      Done(F4)</pre>
<p>9. Press the <b>F4</b> button next to the word <b>Done</b>.</p>	<pre>Total Payment: \$                55.55                 Edit(F3)                 Print(F4)</pre>
<p>10. Press the <b>F4</b> button next to the word <b>Print</b> to print the money orders.</p>	<pre>Sending transaction...</pre>
<p>11. The display will reset to the main screen for the next transaction.</p>	<pre>v0.0.0 XXXX Enter Passcode (current date &amp; time) (online)/(dialup)/error</pre>

## Chapter 8 - Dispensing Money Orders with and without Retail Fees

### Multiple Money Orders with and without Retail Fees

USER ACTION:	VERIFONE DISPLAYS:
<p>1. Type in your four-digit operator passcode and then press the green arrow button  at the bottom of the terminal.</p>	<p>Enter Money Order 1 Amount:</p> <p>Doc Void Repts Comm</p>
<p>2. Enter the amount of the first money order <b>without a decimal point</b> (i.e. 1234 for \$12.34 or 500 for \$5.00) and then press the green arrow button  at the bottom of the terminal.</p>	<p>Enter Money Order 1 Amount: 12.34</p> <p>No Fee(F3)</p> <p>Done(F4)</p>
<p>3. Press the <b>F3</b> button to remove the retail fee, if desired.</p>	
<p>4. Enter the amount of the second money order <b>without a decimal point</b> (i.e. 4321 for \$43.21) and then press the green arrow button  at the bottom of the terminal.</p>	<p>Enter Money Order 2 Amount: 43.21</p> <p>No Fee(F3)</p> <p>Done(F4)</p>
<p>5. Press the <b>F3</b> button to remove the retail fee of the second money order, if desired.</p>	<p>Enter Money Order 2 Amount: 43.21</p> <p>Done(F4)</p>
<p>6. If there are no more money orders in the transaction, press the <b>F4</b> button next to the word <b>Done</b>.</p> <p><b>If you do not need to edit or delete any money order, skip to step #10.</b></p> <p><b>To edit or delete any money order, proceed with step #7.</b></p>	<p>Total Payment: \$ 55.94</p> <p>Edit(F3)</p> <p>Done(F4)</p>
<p>7. To edit or delete the first money order, press the <b>F3</b> button. <b>Then</b> press the <b>F1</b> button to change the money order amount or press the <b>F2</b> button to delete the money order or press the <b>F3</b> button to add the retail fee back.</p> <p>After changing the money order amount or retail fee, press the green arrow button  at the bottom of the terminal.</p>	<p>Review MO #1 Edit(F1)</p> <p>Amount: 12.34 Del(F2)</p> <p>Fee: 0.39 No Fee(F3)</p> <p>Next Done(F4)</p>

USER ACTION:	VERIFONE DISPLAYS:
<p>8. You can use the purple buttons  under the word <b>Next</b> or <b>Prev</b> to view each money order. To edit or delete any money order, press the <b>F3</b> button. <b>Then</b> press the <b>F1</b> button to change the money order amount or press the <b>F2</b> button to delete the money order or press the <b>F3</b> button to add the retail fee back.</p> <p>After changing the money order amount or retail fee, press the green arrow button  at the bottom of the terminal.</p>	<pre>Review MO #2      Edit(F1) Amount:  43.21    Del(F2) Fee:  0.00                         No Fee(F3) Prev          Done(F4)</pre>
<p>9. Press the <b>F4</b> button next to the word <b>Done</b>.</p>	<pre>Total Payment: \$              55.94                         Edit(F3)                         Print(F4)</pre>
<p>10. Press the <b>F4</b> button next to the word <b>Print</b> to print the money orders.</p>	<pre>Sending transaction...</pre>
<p>11. The display will reset to the main screen for the next transaction.</p>	<pre>v0.0.0 XXXX Enter Passcode (current date &amp; time) (online)/(dialup)/error</pre>

## Terminal Warning Messages

These are a number of warning messages that can occur when issuing a money order.







USER ACTION:	VERIFONE DISPLAYS:
<p>1. The money order terminal will notify you if the current day's total sales approaches your store's set daily limit. Press any key to continue.</p>	<p>*** WARNING *** You are approaching Your MO DAILY SALES LIMIT Press a key</p>
<p>2. The money order terminal will notify you if the total sales for the current sales period approaches your store's set sales period limit. Press any key to continue.</p>	<p>*** WARNING *** You are approaching Your MO SALES PERIOD LIMIT Press a key</p>
<p>3. If the current day's total sales exceed your store's set daily limit, the money order terminal will lock. <b>Please contact MEMO to resume sales.</b> Press any key to continue.</p>	<p>Terminal Locked Due to Daily Sales Violation Contact MEMO @ 1 (800) 922-8079 Press a Key</p>
<p>4. If the total sales for the current sales period exceed your store's set sales period limit, the money order terminal will lock. <b>Please contact MEMO to resume sales.</b> Press any key to continue.</p>	<p>*** WARNING *** You are over Your MO SALES PERIOD LIMIT Contact MEMO @ 1 (800) 922-8079 Press a key</p>
<p>5. When an individual sale transaction is more than \$3,000.00 and less than or equal to \$10,000.00 including fees, <b>you must complete and retain a Money Order Transaction Report immediately.</b> Press any key to continue.</p>	<p>THIS TRANSACTION REQUIRES THE COMPLETION OF A MEMO HIGH \$ TRANSACTION FORM(\$3K TO \$10K) Press a Key</p>
<p>6. When an individual sale transaction is greater than \$10,000.00 including fees, <b>you must complete and electronically file a Currency Transaction Report (CTR) immediately.</b> Press any key to continue.</p>	<p>THIS TRANSACTION REQUIRES THE FILING OF A CURRENCY TRANSACTION REPORT (Federal Form 104) Press a Key</p>

Transactions totaling between \$3,000.00 and \$10,000.00 including fees are High Dollar Transactions and are denoted as HD1 for a single High Dollar Transaction, HD2 for a second High Dollar Transaction, etc. on all money order sales machine reports.

Transactions totaling more than \$10,000.00 including fees require the electronic filing of a Currency Transaction Report (CTR). CTR transactions are denoted as CTR1 for a single \$10,000+ transaction, CTR2 for a second \$10,000+ transaction, etc. on all money order sales machine reports.



**For further information, please refer to your MEMO-provided or internal company compliance manual or contact MEMO's compliance team at 800-922-8079.**

## Chapter 9 - Voiding Money Orders

USER ACTION:	VERIFONE DISPLAYS:
1. Type in your four-digit operator passcode and then press the green arrow button  at the bottom of the terminal.	Enter Money Order 1 Amount:  Doc Void Repts Comm
2. Press the purple button  under the word <b>Void</b> .	Enter Serial Number
3. Enter the serial number (including check digit) of the money order to be voided, then press the green arrow button  at the bottom of the terminal.	Enter Amount
4. Enter the amount of the money order to be voided <b>without a decimal point</b> (i.e. 1234 for \$12.34 or 500 for \$5.00) and then press the green arrow button  at the bottom of the terminal.	Void SN XXXXXXXXXXXX-X Are You Sure? Press ENTER or CANCEL
5. Press the green arrow button  again to finalize the void. A receipt will print – it shows which operator performed the void, the date and time of the void, the serial number (including check digit), amount and any fees of the voided money order and the date and time of the original transaction.  <p style="text-align: center;"><b>OR</b></p> Press the red cancel button  to cancel the void.	
6. The display will reset to the main screen for the next transaction.	v0.0.0  XXXX Enter Passcode  (current date & time)  (online)/(dialup)/error

## Terminal Error Messages




There are two error messages that can occur when voiding a money order.


USER ACTION:	VERIFONE DISPLAYS:
1. The money order terminal will notify you if an incorrect money order serial number check digit is entered. Press the red cancel button  and re-enter the information.	Invalid Check Digit Press CANCEL
2. The money order terminal will notify you if an incorrect dollar amount is entered. Press the red cancel button  and re-enter the amount.	Incorrect Amount Press CANCEL

## Chapter 10 - Issuing Vendor Payment Money Orders


### Single Vendor Payment

Only employees with high-level operator IDs (between 60 and 64) are able to issue vendor payments.

USER ACTION:	VERIFONE DISPLAYS:
1. Type in your four-digit operator passcode and then press the green arrow button  at the bottom of the terminal.	Enter Money Order 1 Amount:  Doc Void Repts Comm
2. Press the far left purple button  under the word <b>Doc</b> to access the vendor payment screen.	Enter Vend. Pymt. KUNZLER MEATS 12 Credit Left \$ 56.00 Amount:  Doc Void Repts Comm
3. Use the <b>F2</b> or <b>F3</b> button to scroll through the available vendors and select the one you want to issue a money order for (i.e. COCA COLA).	Enter Vend. Pymt. COCA COLA Credit Left \$ 500.00 Amount:
4. Enter the amount of the vendor payment money order <b>without a decimal point</b> (i.e. 2500 for \$25.00) and then press the green arrow button  at the bottom of the terminal.  The screen will display the amount of credit remaining for that vendor.	Enter Vend. Pymt. COCA COLA Credit Left \$ 500.00 Amount: 25.00  <div style="text-align: right;">             No Fee(F3)               Done(F4)           </div>
5. Press the <b>F4</b> button next to the word <b>Done</b> .  <b>If you do not need to edit or delete the money order, skip to step #8.</b>  <b>To edit or delete the money order, proceed with step #6.</b>	Total Payment \$ 25.00 (Fee Payment) (\$ .35)  <div style="text-align: right;">             Edit(F3)               Print(F4)           </div>



USER ACTION:	VERIFONE DISPLAYS:
<p>6. To edit or delete the money order, press the <b>F3</b> button. <b>Then</b> press the <b>F1</b> button to change the money order amount or press the <b>F2</b> button to delete the money order.</p> <p>After changing the money order amount, press the green arrow button  at the bottom of the terminal.</p>	<pre>Review VP           Edit(F1) Amount:  25.00     Del (F2) Fee:      0.00 COCA COLA         Fee (F3)                                      Done(F4)</pre>
<p>7. Press the <b>F4</b> button next to the word <b>Done</b>.</p>	<pre>Total Payment \$          25.00 (Fee Payment) (\$           .35)                                      Edit(F3)                                      Print(F4)</pre>
<p>8. Press the <b>F4</b> button next to the word <b>Print</b> to print the vendor payment.</p>	<pre>Sending transaction...</pre>
<p>9. The display will reset to the main screen for the next transaction.</p>	<pre>v0.0.0 XXXX Enter Passcode (current date &amp; time) (online)/(dialup)/error</pre>

### Vendor Payment Warning Message

USER ACTION:	VERIFONE DISPLAYS:
<p>1. The money order terminal will notify you if the amount entered for a vendor payment exceeds the allowed limit.</p> <p>Press any key and re-enter a valid amount or press the red cancel button  to cancel the transaction.</p>	<pre>You have exceeded this vendor's limit by \$x.xx. Press ENTER to change the last transaction. Press CANCEL to stop the transaction.</pre>

## Chapter 11 - Print User Reports

All system users can print the **Shift Summary Report** and the **Op Daily Summary Report**. A reprint option is also available. To access these report options:

USER ACTION:	VERIFONE DISPLAYS:
1. Type in your four-digit operator passcode and then press the green arrow button  at the bottom of the terminal.	<pre>Enter Money Order 1 Amount: Doc Void Repts  Comm</pre>
2. Press the purple button  under the word <b>Repts</b> .	<pre>Op Reports  Reprint           F1 Shift Summary     F2 Op Daily Summary  F3</pre>

### *Shift Summary Report*

USER ACTION:	VERIFONE DISPLAYS:
1. Press the <b>F2</b> button to the right of the words <b>Shift Summary</b> .	<pre>Op reports Reprint           F1 Shift Summary     F2 Op Daily Summary  F3</pre>
2. The <b>Shift Report</b> will automatically print. It includes the date, time, operator ID, store number, agent number, money order and vendor payment data, combined totals and a list of the money order serial numbers and amounts. <b>This report only shows the sales for the operator passcode that was entered. This report should only be run at the end of the shift because all amounts are zeroed out after the report is printed.</b>	
3. The display will reset to the main screen.	<pre>v0.0.0  XXXX Enter Passcode  (current date &amp; time)  (online)/(dialup)/error</pre>

## Op Daily Summary Report

USER ACTION:	VERIFONE DISPLAYS:
1. Press the <b>F3</b> button to the right of the words <b>Op Daily Summary</b> .	Op reports Reprint                    F1 Shift Summary            F2 Op Daily Summary       F3
2. The <b>Operator Dly Report</b> will automatically print. It includes the date, time, operator ID, store number, agent number, money order and vendor payment data, combined totals and a list of the money order serial numbers and amounts.	
3. The display will reset to the main screen.	v0.0.0  XXXX Enter Passcode  (current date & time)  (online)/(dialup)/error

## Reprint

USER ACTION:	VERIFONE DISPLAYS:
1. Press the <b>F1</b> button to the right of the word <b>Reprint</b> .	Op reports Reprint                    F1 Shift Summary            F2 Op Daily Summary       F3
2. The terminal will reprint the last two reports in memory. For example, if a daily report and a cumulative report were run previously, they would reprint. This feature was added so that if the terminal runs out of paper, it is easy to reprint a report that got interrupted.	
3. The display will reset to the main screen.	v0.0.0  XXXX Enter Passcode  (current date & time)  (online)/(dialup)/error

*Audit Trail Reports are also available. An Audit Trail Report provides an immediate report of each money order transaction performed. After a money order is printed, the Audit Trail prints the date, time, operator ID and money order serial number, amount and retail fee. The Audit Trail also lists the total due to be paid, the amount of money the customer gave the operator and any change due.*

## Chapter 12 - Executive Options

Additional system features are available via **Executive** mode. To enter **Executive** mode, insert the printer key into the lock; then push the key in and turn it to the right to open the printer door.

The executive options enable any operator to:




- Print reports (Previous Daily, Previous Cumulative Summary)
- Void next document
- Close out documents
- Void remaining documents (ten or fewer money orders in the printer)
- Assign operator passcodes
- Set system clock
- Perform manual software download; edit DialSend Wait Time or Primary Phone Number

To exit **Executive** mode, close the printer door. Push the key in and turn it to the left to lock the printer door.

### **Print Reports**





#### **Previous Daily**

The **Previous Daily Report** details all printer activity by all operators for any day that has been closed out.

USER ACTION:	VERIFONE DISPLAYS:
1. Insert the printer key into the lock; then push the key in and turn it to the right to open the printer door.	Print Reports *1 Next Prev
2. Press the green arrow button  at the bottom of the terminal.	Print Reports *1 Previous Daily Next Prev
3. Press the green arrow button  at the bottom of the terminal.	Print Reports *1 Previous Daily Enter Date (MMDDYY) Next Prev
4. Enter the applicable date (MMDDYY, i.e. 060214) and press the green arrow button  at the bottom of the terminal.	
5. The <b>Prev Daily Report</b> prints. It show the current and last daily close out times and dates, store number, agent number, beginning and ending money order serial numbers, money order and vendor payment data and combined totals.  Close and lock the printer door to exit <b>Executive</b> mode.	







## Previous Cumulative Summary Report

The **Previous Cumulative Summary Report** details printer activity for the sales period prior to the last selected Cumulative Summary Report.

USER ACTION:	VERIFONE DISPLAYS:
1. Insert the printer key into the lock; then push the key in and turn it to the right to open the printer door.	Print Reports *1  Next Prev
2. Press the green arrow button  at the bottom of the terminal.	Print Reports *1 Previous Daily  Next Prev
3. Press the far left purple button  under the word <b>Next</b> once; the terminal display <b>Previous Cum Summary</b> .	Print Reports *1 Previous Cum Summary  Next Prev
4. Press the green arrow button  at the bottom of the terminal.	Print Reports *1 Previous Cum Summary Enter date (mmddy)  Next Prev
5. Enter the applicable date (MMDDYY, i.e. 060214) and press the green arrow button  at the bottom of the terminal.	
6. The <b>Prev Cumulative Summary</b> prints. It shows the current time and date, report period date range, store number, agent number, beginning and ending money order serial numbers, money order and vendor payments data, combined totals and last summary report time and date.  Close and lock the printer door to exit <b>Executive</b> mode.	





## Void Next Document

Allows an operator to void the next money order from the printer.

USER ACTION:	VERIFONE DISPLAYS:
1. Insert the printer key into the lock; then push the key in and turn it to the right to open the printer door.	Print Reports *1  Next Prev
2. Press the <b>3</b> key (or press the far left purple button  under the word <b>Next</b> until the terminal displays the <b>Void Next Doc</b> screen).	Void Next Doc. *3  Next Prev
3. Press the green arrow button  at the bottom of the terminal to see the money order serial number.  Press the green arrow button  to void the money order <b>OR</b> press the red cancel button  to cancel the void.	Void Next Doc. *3 Void SN xxxxxxxxxxxx? Press Enter or CANCEL
4. If a void is performed, the terminal will print a void receipt. Remove the voided money order from the printer and write "void" on the face of it.	
5. Close and lock the printer door.	Document Verification Required Press ENTER
6. Press the green arrow button  at the bottom of the terminal - the forms will automatically advance so that the first money order serial number is visible.	Enter Exposed Serial #
7. Enter the visible money order serial number (including check digit), then press the green arrow button  at the bottom of the terminal. The form will retract back into the printer.	Enter Exposed Serial #
8. The display will reset to the main screen.	v0.0.0  XXXX Enter Passcode  (current date & time)  (online)/(dialup)/error





## Close Out Documents

Allows an operator to remove the remaining money order serial numbers from the VeriFone terminal without voiding the physical money orders, so that the money orders may be used at a later time.

USER ACTION:	VERIFONE DISPLAYS:
1. Insert the printer key into the lock; then push the key in and turn it to the right to open the printer door.	Print Reports *1 Next Prev
2. Press the 4 key (or press the far left purple button  under the word <b>Next</b> until the terminal displays the <b>Close Out Docs</b> screen).	Close Out Docs. *4 Next Prev
3. Press the green arrow button  at the bottom of the terminal.	Close Out Docs. *4 Close Out Documents? Press a Enter or CANCEL
4. Press the green arrow button  to continue <b>OR</b> press the red cancel button  to cancel.	Close Out Docs. *4 Remove Docs Inside Press a key
5. After a brief pause, the display will return to the Executive options screen. Close and lock the printer door to exit <b>Executive</b> mode.	Void Remaining Docs *5






## Void Remaining Documents


Allows an operator to void up to the last ten money orders from the printer.

USER ACTION:	VERIFONE DISPLAYS:
1. Insert the printer key into the lock; then push the key in and turn it to the right to open the printer door.	Print Reports *1 Next Prev
2. Press the <b>5</b> key (or press the far left purple button  under the word <b>Next</b> until the terminal displays the <b>Void Remain Docs</b> screen).	Void Remain Docs. *5 Next Prev
3. Press the green arrow button  at the bottom of the terminal.	Void Remain Docs *5 Void Remaining Docs? Press ENTER or CANCEL Next Prev
4. Press the green arrow button  at the bottom of the terminal to void all remaining money orders <b>OR</b> press the red cancel button  to cancel the voids. If you void the money orders, the printer will print "void" on all remaining documents.	Void Remain Docs *5 Next Prev
5. Remove any money orders in the printer and load a new pack in the printer. Close and lock the printer door to exit <b>Executive</b> mode.	

## Operator Passcodes






Allows a manager to assign a new operator passcode or change or delete an existing operator passcode. Operator IDs 01 to 59 are assigned to normal operators. Operator Codes 60 to 64 are assigned to operators who are allowed to issue vendor payments. Operator Code 65 is assigned to the VeriFone terminal and is reserved for automatic voids during money order serial number sequencing corrections and automatic machine voids.

USER ACTION:	VERIFONE DISPLAYS:
<p>1. Insert the printer key into the lock; then push the key in and turn it to the right to open the printer door.</p>	<pre>Print Reports          *1 Next   Prev</pre>
<p>2. Press the <b>6</b> key (or press the far left purple button  under the word <b>Next</b> until the terminal displays the <b>Oper. Passcodes</b> screen).</p>	<pre>Oper. Passcodes      *6 Next   Prev</pre>
<p>3. Press the green arrow button  at the bottom of the terminal.</p> <p>Use the purple buttons  under the words <b>Next</b> and <b>Prev</b> to scroll through the Operator IDs to find the one you want.</p> <p>The * in front of an Operator ID indicates that its passcode can be changed.</p>	<pre>Oper. Passcodes      *6 ID                   PASSCODE *01                  XXXX                     Clear passcode F2                     Print passcodes F3 Next   Prev</pre>
<p>4. Press the green arrow button  at the bottom of the terminal - the * is now below the word <b>PASSCODE</b> on the terminal display.</p> <p>Enter the Operator ID's new four-digit passcode.</p>	<pre>Oper. Passcodes      *6 ID                   PASSCODE 01                   *XXXX Next   Prev</pre>
<p>5. Press the green arrow button  at the bottom of the terminal - the * is once again in front of the Operator ID.</p> <p>The passcode has been changed.</p>	<pre>Oper. Passcodes      *6 ID                   PASSCODE *01                  XXXX                     Clear passcode F2                     Print passcodes F3 Next   Prev</pre>
<p>6. To clear a passcode, press the <b>F2</b> button next to the words <b>Clear Passcode</b>. The passcode will be removed for that Operator ID.</p>	<pre>Oper. Passcodes      *6 ID                   PASSCODE *01                  XXXX                     Clear passcode F2                     Print passcodes F3 Next   Prev</pre>

USER ACTION:	VERIFONE DISPLAYS:
7. To print a list of all the passcodes in the terminal, press the <b>F3</b> button next to the words <b>Print Passcodes</b> .	
8. Press the red cancel button  to return to the Executive options screen.  Close and lock the printer door to exit <b>Executive</b> mode.	<b>Set System Clock</b> *7  Next Prev

### **Set System Clock**

Allows an operator to set the time of day.

USER ACTION:	VERIFONE DISPLAYS:
1. Insert the printer key into the lock; then push the key in and turn it to the right to open the printer door.	<b>Print Reports</b> *1  Next Prev
2. Press the <b>7</b> key (or press the far left purple button  under the word <b>Next</b> until the terminal displays the <b>Set System Clock</b> screen).	<b>Set System Clock</b> *7  Next Prev
3. Press the green arrow button  at the bottom of the terminal.	<b>Set System Clock</b> *7 <b>Enter Time</b> * : AM Next Prev
4. Enter the time (i.e. 0540 for 5:40); then press the far left purple button  under the word <b>Next</b> to select <b>AM</b> or the purple button  under the word <b>Prev</b> to select <b>PM</b> . Press the green arrow button  at the bottom of the terminal.	<b>Print Reports</b> *1  Next Prev
5. The display will return to the Executive options screen.  Close and lock the printer door to exit <b>Executive</b> mode.	

### ***Software Download***

Allows an operator to initiate a software download. This may take some time to complete and the terminal will be unavailable for sales during the process. **Call the MEMO Help Desk at 800-922-8079 for more information.**

### ***DialSend Wait Time***

Allows an operator to change the time that the dial-up terminal waits to initiate contact with the MEMO host computer. **Call the MEMO Help Desk at 800-922-8079 for more information.**


### ***Primary Phone Number***

Allows an operator to change or view the primary phone number used for reporting nightly sales to MEMO. **Call the MEMO Help Desk at 800-922-8079 for more information.**

## Miscellaneous Terminal Functionality

### *Operator Time-Out*

If the terminal is left unattended in the middle of a transaction, the operator will be logged out.

USER ACTION:	VERIFONE DISPLAYS:
1. The operator will be logged out if the terminal is left unattended while in the middle of issuing a money order or vendor payment.	<pre>Operator Time-out Press CLEAR</pre>
2. Press the yellow <b>CLEAR</b> button at the bottom of the terminal to cancel the incomplete transaction. The display will reset to the main screen. Type in your four-digit operator passcode and then press the green arrow button  at the bottom of the terminal to start over.	<pre>v0.0.0 XXXX Enter Passcode (current date &amp; time) (online)/(dialup)/error</pre>

### *Other*

- In the event of a power loss, you will need to verify the next money order serial number to ensure correct serial number sequencing.
- If the printer connection to the terminal is lost for any reason, you will need to verify the next money order serial number to ensure correct serial number sequencing.
- The terminal will ask you to verify the next money order serial number four hours after the last serial number verification to ensure correct serial number sequencing.
- The terminal will synchronize its time with the MEMO host computer regardless of the time zone in which it resides.
- If the broadband connection is lost, the terminal will revert to dial-up until the broadband connection is restored.



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