



Technical Support Frequently Asked Questions - VERIFONE

How do I load the money orders into the Money Order dispenser?

1. Remove the new pack of money orders from the cardboard box.
2. Look at the serial numbers of the first & last money orders in the **new** pack. You **must** load the documents into the dispenser starting with the **first** serial number of the new pack. This will be the **lowest** number in your new pack.
3. Open the printer door of your money order dispenser with your MEMO key.
4. Place the new pack of money orders inside the printer with the lowest serial number facing up.
5. Feed the first money order up through the middle of the curved silver slot.
6. The holes on the sides of the money order must catch the black plastic tabs on BOTH sides of the printer assembly, or else jamming may occur. The black plastic tabs can be adjusted to match the money order width.

How do I print my reports?

When you open your printer door, the screen on your keypad will display:

**Select Option:
Print Reports *01**

Press **Enter** and the screen will display:

**Report Type
*Previous Daily**

To print a **Previous Daily**, press **Enter**. The keypad will display:

Enter Date:

Type in the desired date of the report (mm/dd/yy) and press **Enter**.

Your Cumulative Summary report will print automatically. Depending on your reporting schedule to MEMO, your Cumulative Summary report may print once or twice a week.

REMINDER: Every time you open and close your money order printer door, the money order will automatically advance to reveal the serial number of the first money order to issue to a customer. You will have to enter the exposed serial number to continue selling money orders. Remember to enter the entire ten-digit number.



The keypad screen reads "Enter Exposed Serial #." What can I do?

A money order should be exposed approximately one inch at the top of the money order dispenser. Key in the ten-digit serial number of the exposed money order and press **ENTER**.

Why does the keypad screen read "Invalid Check Digit"?

The entire money order serial number was not entered correctly. Please **Cancel (Red Button)** and type in the entire 10-digit serial number again. Press **ENTER**.

Why does the money order dispenser's screen read "Terminal Locked unlock will occur at"?

The money order dispenser's time is locked out during the time the store is closed. Once the store opens, the money order dispenser will unlock.

Can I print a money order when the screen says Machine not polled in timeout period?

The money order dispenser needs to communicate with MEMO's main office to transmit your money order sales information. Call the MEMO Help Desk at 1-(800) 922-8079.

Why does my screen read "Terminal Shutdown Remotely?"

Call the MEMO Help Desk at 1-(800) 922-8079. The money order dispenser has been locked by credit.

What can I do if the printer jams and the wheel will not turn in the printer box?

Follow these steps:

1. Using the key, open the printer door.
2. Clear the jammed money orders.
3. Feed the remaining money orders through the dispenser.
4. Align the holes on the money orders with the pins on the roller ends.
5. Call the MEMO Help Desk at **1-(800) 922-8079** if the problem continues.

Reports are not printing. Why?

Follow these steps:

1. Make sure the green light is illuminated on your Money Order Verifone.
2. If the green light is not illuminated on the Money Order Verifone, then check and make sure the thermal paper is not empty.
3. If the reports still don't print, look at the roller on top of the lid to make sure it is not broken
4. Try to print a report again.
5. Call the MEMO Help Desk at **1-(800) 922-8079** if the problem continues.



Why does the key pad screen read "No Documents"?

The Money Order serial numbers need added to the Verifone. Follow these steps:

1. Using your key, open the printer door.
2. The key pad screen will read, PRINT REPORTS *01.
3. Press the NEXT OPTION key one time.
4. The key pad screen will read, LOAD DOCUMENTS *02. Press ENTER.
5. Key the first ten-digit serial number from the new pack of money orders. Press ENTER.
6. Next, key the last ten-digit serial number from the new pack of money orders. Press ENTER.
7. Press ENTER if the keypad reads "partial pack" press ENTER.
8. Close the printer door.

Why does the key pad screen read "serial number out of range"?

The Money Order Serial numbers are out of sequence. Follow these steps:

1. Using your key, open the printer door.
2. Press the NEXT OPTION key three times. The screen will read, CLOSE OUT DOCUMENTS *4.
3. Press ENTER two times. Next, press ANY KEY.
4. Next, the screen will read, VOID REMAINING DOCS *5.
5. Press the PREV.OPTION key three times. The screen will read, LOAD DOCUMENTS *2. Press ENTER.
6. Enter the first ten-digit serial number from the new money order pack and press ENTER
7. Enter the last serial number from the new money order pack. Press ENTER.
8. The screen will read partial pack press ENTER or CANCEL. Press ENTER.
9. Next, the screen will read, Load Paper in Printer and Press a Key. Press ENTER
10. Close the printer door.