

## First Day Terminal Operations – Quick Tips

(Please note that training on terminal use is very important, and can be found at [napatraining.com](http://napatraining.com))

1. At the end of day, settle your old terminal and print the End of Day reports.
2. Disconnect the old terminal and power supply and place them in a box for return later.
3. Connect the PIN pad to your new VeriFone Vx570. You may connect the old phone line, but you must use the new power supply provided. You may now begin using the new terminal.
4. If the date and time are not correct, do not worry, it will be updated during first transaction.
5. You have two Quick Reference Guides – one for NAPA SafePAY+ and one for Fleet Cards. It is important that you review these and get familiar with the new terminal.
6. At the end of the first day using the new terminal, you **MUST** print out credit card totals. The transactions of that day will automatically settle after the store has closed and the credit card totals will no longer be available on the terminal.

### Follow these steps for a Credit/Debit Totals Report:

- Press the \* key (just below 7) to go back to the Main Menu
- Select SafePAY+ by pressing the F2 key
- Press the 4th purple key (the one above the 3 key)
- Select F2 key – Totals Report
- Select F3 key – Card Type

7. When your customer presents a card with the word DEBIT on it, ask if paying by Debit or Credit, and if they say Debit ask them to enter their PIN number into the new PIN Pad.
  - a. You can now accept ATM cards that do not have VISA or MasterCard logos.
  - b. Enter Debit card sales into TAMS as either MasterCard or Visa payment methods.
8. Note that NAPA EasyPAY is not active at this time. Please do not select at Main Menu.

Fleet Cards, such as Voyager and Wright Express are now accepted. These cards require additional information from the transaction. Full training on Fleet is highly encouraged.

- On the PIN pad, customers will be prompted for Driver ID and Odometer reading.
- The terminal will prompt for a Product Code for each item sold.
  - o Product Codes can be found on the Fleet Quick Reference Guide.
- Fleet Cards require that you enter a Price for each item sold, without tax.
- After all products have been entered, hit Enter key one more time to enter total tax.

If you had Fleet transactions, at the end of the day you must also print out Fleet card totals.

### Follow these steps for a Fleet Card Totals Report:

- Press the \* key (just below 7) to go back to the Main Menu
- Select FLEET by pressing the F3 key
- Press the 4th purple key under the MENU.
- Select F2 key – Totals Report
- Select F3 key – Card Type