

SALE- CARD PRESENT-

- PRESS SALE, then enter required fields
- Customer will be prompted to enter pin # or sign. If they do not want to enter their pin, the customer presses cancel and the transaction automatically goes to credit and prompts for a signature.

SALE CARD IS NOT PRESENT

- PRESS SALE, THEN THE LITTLE MOTO CHECKBOX NEAR SCREEN BOTTOM¹ Type in the credit card number etc.
- Any fields needed will automatically appear

FORCE

- Used on a prior authorization to charge the account. For example, you have a power outage and call in for a voice authorization. When power is restored, you enter the sale here later.
 - a. If card is present, take an imprint of the card and have the customer sign.

RETURN

- **RETURN WITH CUSTOMER, CARD AND RECEIPT PRESENT - Swipe the card and then enter fields requested.**
- **SPECIAL RETURN-** RETURN WITH CUSTOMER NOT PRESENT; RETURN WITH CUSTOMER PRESENT, BUT CARD NOT PRESENT
 - **click SPECIAL RETURN box near bottom of screen**
- **CREDIT-** usually only management can perform a credit
 - a. RETURN FOR A TRANSACTION NOT SEEN BEFORE – when the card is swiped, there is no corresponding sale on file.
 - Mostly used for new CenPOS users who will not have a history of prior transactions.
 - b. OR return for more than original charge
 - This usually occurs in special circumstances. For example, a customer brings in a repair item. The item is damaged by the merchant. The merchant will refund the original charge, and then also credit the customers card an additional amount for good will.
- **cashiers can find a transaction ID with the REPRINT option; admin by viewing ‘reports’**

RECEIPT PRINTING

If you have a receipt printer installed, the receipt will automatically print as soon as you press submit.

- If you are printing to a network printer, you may have to select PRINT, depending on your set up.
Enter data as much data as you can for both required and non-required

- All fields have been custom selected by management so there is a reason for them to appear.
Enter all fields, even if non required, whenever possible.
- RED fields are required

non-red fields are not required, however, management wants to capture the data whenever possible.

¹ . If swipe terminal is connected to your computer, this will disengage the terminal from the transaction so that signature is not prompted. Cashiers should never touch buttons on the terminal for the customer. If swipe terminal is not connected, you do not need to press the MOTO box. Just start entering the card number.