

REFUND

Terminal Display	User- Action
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Refund	F1	1. Press 'more' button to go to next menu and press F1 for Refund
eWallet Menu	F2	
Batch Totals	F3	
Txn Review	F4	

Sale	F1	2. Key in amount and press ENTER
	F2	
	F3	
Amt: RM 10.00	F4	

Insert/Swipe/Enter Card No.	F1	3. Insert card
	F2	
	F3	
	F4	

Refund	VISA	F1	4. Terminal communicating with host
Card No:	XXXXXXXXXXXX	F2	
Exp Dt(MM/YY):	XXXX	F3	
Receiving		F4	

Sale	F1	5. Transaction approved. Receipt printed out (Merchant copy)
Approved xxxxxx	F2	
Printing...	F3	
	F4	

Sale	Yes	F1	6. Select F1 Yes to print customer copy
Print Cust Copy	No	F2	
		F3	
		F4	

VOID

Terminal Display	User- Action
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Void	F1	1. Press 'more' button to go to next menu and press F3 for Void
Settlement	F2	
Logon	F3	
Settlement	F4	

Void	Prev	F1	2. Press F3 to select host 'CIMB'
Host: CIMB	Next	F2	
	Sct	F3	
	Exit	F4	

Void	F1	3. Key in password and press ENTER
	F2	
Merch password	F3	
	F4	

Void	F1	4. Key in receipt invoice no and press ENTER
	F2	
Trace #:	F3	
	F4	

Void	VISA	Prev	F1	5. Press F3 to select
Refund	XXXXXXXXXXXX	Next	F2	
RM 10.00		Sct	F3	
Enter to Confirm		Exit	F4	

Void	F1	6. Press ENTER to confirm	
VISA	F2		
Refund	XXXXXXXXXXXX		F3
RM 10.00	F4		

Void	F1	7. Transaction approved and print merchant copy
Transaction Approved	F2	
	F3	
	F4	

Void	Yes	F1	8. Select F1 Yes to print customer copy
Print Cust Copy	No	F2	
		F3	
		F4	

SETTLEMENT

Terminal Display	User- Action
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Void	F1	1. Press 'more' button to go to next menu and press F4 for Settlement
Settlement	F2	
Logon	F3	
Settlement	F4	

Settlement	Yes	F1	2. Press F1 for Settlement all host.
All Host?	No	F2	
		F3	
		F4	

Settlement	F1	3. Key in password and press ENTER
	F2	
Merch password:	F3	
	F4	

Settlement	F1	4. Communicating with host for processing
	F2	
Processing...	F3	
	F4	

	F1	5. Printing settlement report
	F2	
Printing...	F3	
	F4	