

› The VeriFone Omni 3200 / 3200<sub>SE</sub> and 3210 / 3210<sub>SE</sub> Quick Reference Guide is a condensed document that includes the most frequently performed functions.

The 3210 / 3210<sub>SE</sub>, with its integrated PIN pad, enables customers to enter their PIN directly into the terminal.

#### SALE

- › Swipe card or press [SALE]
- › Swipe or input account # and press [ENTER]
- › Choose from these options: [CREDIT] [DEBIT]
- › Input expiration date (MMYY) and press [ENTER]  
manual sale only
- › Input last 4 digits of account # and press [ENTER]  
swiped sale only
- › Card present? [NO/YES]  
manual sale only
- › Input customer # and press [ENTER]  
purchase card only
- › Input invoice # and press [ENTER], if prompted
- › Input clerk/server ID and press [ENTER], if prompted
- › Cardholder enters PIN and presses [ENTER]  
debit card only
- › Input \$ amount and press [ENTER]
- › Input tax amount and press [ENTER]  
purchase/business card
- › Input address and press [ENTER]  
manual sale only
- › Input zip code and press [ENTER]  
manual sale only
- › Print second receipt correct? [YES/NO]

#### DEBIT SALE

- › Swipe card or press [SALE]
- › Swipe or input account # and press [ENTER]
- › Input invoice # and press [ENTER], if prompted
- › Input clerk/server ID and press [ENTER], if prompted
- › Input \$ amount and press [ENTER]
- › Input cash back amount and press [ENTER]  
only if enabled
- › Input tip amount and press [ENTER]
- › Cardholder enters PIN and presses [ENTER]
- › Print second receipt correct? [YES/NO]

#### REPRINT

- › Press [REPRINT]
- › Choose from these options: [LAST/ANY]
- › If ANY, input invoice # and press [ENTER]

- › Selected receipt prints

#### MANUAL SALE

- › Press [SALE]
- › Input account # and press [ENTER]
- › Choose from these options: [CREDIT] [DEBIT]
- › Input expiration date (MMYY) and press [ENTER]
- › Card present? [NO/YES]
- › Input customer # and press [ENTER]  
purchase card only
- › V-Code: Card present? [NO] then press [ENTER]  
MO/TO only
- › Code present? [NO/XREAD]  
MO/TO only
- › Input invoice # and press [ENTER], if prompted
- › Input clerk/server ID and press [ENTER], if prompted
- › Input \$ amount and press [ENTER]
- › Input tax amount and press [ENTER]
- › Input address and press [ENTER]  
manual sale only
- › Input zip code and press [ENTER]  
manual sale only
- › Print second receipt correct? [YES/NO]

## The NOVA Network Advantage



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- › Online Reporting Tools

For more information, please visit our website at:  
[www.MerchantConnect.com](http://www.MerchantConnect.com).

## QUICK REFERENCE GUIDE

# VeriFone® Omni™

# 3200 / 3200<sub>SE</sub>

# 3210 / 3210<sub>SE</sub>

## for Restaurant Applications



## MANUAL SALE FOR ECI

(AVAILABLE ONLY FOR THE INTERNET INDUSTRY)

- › Press **[SALE]**
- › Input account # and press **[ENTER]**
- › Choose from these options: **[CREDIT]** **[DEBIT]**
- › Input expiration date (MMYY) and press **[ENTER]**
- › Card present? **[NO/YES]**
  - › If YES, imprint the card and press **[ENTER]**
    - Input \$ amount and press **[ENTER]**
    - Input zip code and press **[ENTER]**
    - Terminal dials for authorization and prints a receipt if approved
  - › If NO, choose either the Phone or Web transaction type
    - If Web:
      - Encrypted? **[NO/YES]**
      - Input clerk/server ID and press **[ENTER]**
    - Input \$ amount and press **[ENTER]**
    - Input address and press **[ENTER]**
    - Input zip code and press **[ENTER]**
    - Terminal dials for authorization and prints a receipt if approved
- › Print second receipt correct? **[YES/NO]**

## AUTH ONLY

- To scroll menu, press ↓ until desired option appears.
- › Press **[AUTH ONLY]**
  - › Swipe or input account # and press **[ENTER]**
  - › Choose from these options: **[CREDIT]** **[DEBIT]**
  - › Input expiration date (MMYY) and press **[ENTER]**  
manual sale only
  - › Input last 4 digits of account # and press **[ENTER]**  
swiped sale only
  - › Input clerk/server ID and press **[ENTER]**
  - › Input customer # and press **[ENTER]**  
purchase card only
  - › Input tax amount and press **[ENTER]**  
purchase/business card
  - › Input \$ amount and press **[ENTER]**
  - › Print second receipt correct? **[YES/NO]**

## FORCE

- To scroll menu, press ↓ until desired option appears.
- › Press **[FORCE]**
  - › Swipe or input account # and press **[ENTER]**
  - › Choose from these options: **[CREDIT]** **[DEBIT]**
  - › Input expiration date (MMYY) and press **[ENTER]**  
manual sale only
  - › Input last 4 digits of account # and press **[ENTER]**  
swiped sale only
  - › Input customer # and press **[ENTER]**  
purchase card only
  - › Input tax amount and press **[ENTER]**  
purchase/business card
  - › Input invoice # and press **[ENTER]**, if prompted
  - › Input clerk/server ID and press **[ENTER]**, if prompted
  - › Input \$ amount and press **[ENTER]**
  - › Input auth code and press **[ENTER]**
  - › Print second receipt correct? **[YES/NO]**

## VOID

- To scroll menu, press ↓ until desired option appears.
- › Press **[VOID]**
  - › Void last transaction? **[NO/YES]**
  - › Retrieve by: **[INV #]** **[ACCT #]**
  - › Input invoice # or last 4 digits of account # and press **[ENTER]**
  - › Terminal Displays: **[NO]** to cancel  
**[YES]** to void  
**[NEXT]** to scroll
  - › Print second receipt correct? **[YES/NO]**

## REFUND

- To scroll menu, press ↓ until desired option appears.
- › Press **[REFUND]**
  - › Input password and press **[ENTER]**
  - › Swipe or input account # and press **[ENTER]**
  - › Choose from these options: **[CREDIT]** **[DEBIT]**
  - › Input expiration date (MMYY) and press **[ENTER]**  
manual sale only
  - › Input last 4 digits of account # and press **[ENTER]**  
swiped sale only
  - › Input customer # and press **[ENTER]**  
purchase card only
  - › Input tax amount and press **[ENTER]**  
purchase/business card
  - › Input invoice # and press **[ENTER]**, if prompted
  - › Input clerk/server ID and press **[ENTER]**, if prompted
  - › Input \$ amount and press **[ENTER]**
  - › Print second receipt correct? **[YES/NO]**

## DEBIT REFUND

- To scroll menu, press ↓ until desired option appears.
- › Press **[REFUND]**
  - › Input password and press **[ENTER]**
  - › Swipe or input account # and press **[ENTER]**
  - › Choose from these options: **[CREDIT]** **[DEBIT]**
  - › Input invoice # and press **[ENTER]**, if prompted
  - › Input clerk/server ID and press **[ENTER]**, if prompted
  - › Input \$ amount and press **[ENTER]**
  - › Input original transaction date **[MM/DD/YY]**
  - › Cardholder enters PIN and presses **[ENTER]**
  - › Print second receipt correct? **[YES/NO]**

## CHECKS

- To scroll menu, press ↓ until desired option appears.
- › Swipe check or press **[CHECK]**
  - › Choose from these options: **[MICR/DLN]**
  - › Input driver's license # and press **[ENTER]**  
–or–  
Swipe check or input MICR # and press **[ENTER]**
  - › Input check # and press **[ENTER]**
  - › Input state code and press **[ENTER]**
  - › Input \$ amount and press **[ENTER]**
  - › Record the response

## TIP ADJUST

- › Press **[TIP]**
- › Retrieve by: **[SRVR/AMNT/ACCT#/INV#]**
- › Input clerk/server ID, amount, last 4 digits of account #, or invoice #, and press **[ENTER]**
- › Select **[ADJ]** to adjust
- › Select **[NEXT]** to scroll
- › Tip amount displays
- › Input new tip amount and press **[ENTER]**
- › Print second receipt correct? **[YES/NO]**

## REPORTS

- › Press **[REPORTS]**
- › Select report to print:  
**[TOTLS RPT]** – prints a total report  
**[DETL RPT]** – prints a detail report  
**[SERVR RPTS]** – displays the following options:  
**[TOTLS RPT]** **[DETL RPT]**  
**[UNADJ RPT]** **[SERV TBL]**  
For additional server report options, press ↓  
**[IRS RPT]** **[DISCN TIP]**
- › Press ↓ to view additional reports from the main menu screen  
**[SHIFT RPTS]** **[BATCH HIST]**  
Report Key: m= Manually keyed  
\* = Trans. adjusted

## FINE DINING REPORTS

- › Press: **[REPORTS]**
- › Select report to print:  
**[TOTLS RPT]** – prints a total report  
**[DETL RPT]** – prints a detail report  
**[SERVR RPTS]** – displays the following options:  
**[TOTLS RPT]** **[DETL RPT]**  
**[UNADJ RPT]** **[SERV TBL]**  
For additional server report options, press ↓  
**[IRS RPT]** **[DISCN TIP]\***
- › Press **[1]**; Input server ID and press **[ENTER]**  
–or–  
Press **[ALL]** to print all reports
- › Report(s) prints  
Report Key: m= Manually keyed  
\* = Trans. adjusted

\* Default tip discount is 2%. Contact Customer Service to change default tip amount.

## BALANCE INQUIRY

- To scroll menu, press ↓ until desired option appears.
- › Press **[BALANCE INQ]**
  - › Choose from these options: **[CURR]** **[PREV]**
    - Select **[CURR]** for current batch
    - Select **[PREV]** for previous batch
    - Terminal dials out for batch info
  - › The balance of the selected batch will display
  - › Report prints

## BATCH REVIEW

- To scroll menu, press ↓ until desired option appears.
- › Press **[BATCH REVIEW]**
  - › Input password and press **[ENTER]**
  - › Retrieve by: **[SRVR/AMNT/ACCT#/INV#]**
  - › Input clerk/server ID, amount, last 4 digits of account #, or invoice #, and press **[ENTER]**
  - › Select **[ADJ]** to adjust transaction
  - › Select **[PRINT]** to print receipt
  - › Select **[VOID]** to void transaction
  - › Select **[NEXT]** to scroll

## SETTLEMENT

- › Press **[SETTLEMENT]**
- › Displays totals
- › Confirm totals and press **[ENTER]**
- › Report prints