

› 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 type account # and press [ENTER]
- › Choose from these options: [CREDIT/DEBIT/EBT]
- › 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 \$ amount and press [ENTER]
- › 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
- › Cardholder enters PIN and presses [ENTER]  
debit card only
- › Input cash amount and press [ENTER]  
debit card only
- › Print customer copy? [NO/YES]

#### REPRINT

- › Press [REPRINT]
- › Choose from these options: [LAST/ANY]
- › If LAST is selected:
  - The last receipt prints
- › If ANY is selected:
  - Input invoice # and press [ENTER]
  - The selected receipt prints

#### PHONE ORDER

(MANUAL ENTRY ONLY)

- › Press [PHONE ORDER]
- › Input account # and press [ENTER]
- › Input expiration date (MMYY) and press [ENTER]
- › Input customer number and press [ENTER]  
purchase card only
- › Input V-code and press [ENTER]  
mo/to only
- › Code present? [ENTER]  
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]
- › Input zip code and press [ENTER]
- › Print customer copy? [NO/YES]

## 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 Retail Applications



## MANUAL SALE

- › Press **[SALE]**
- › Input account # and press **[ENTER]**
- › Choose from these options: **[CREDIT/DEBIT/EBT]**
- › Input expiration date (MMYY) and press **[ENTER]**
- › Card present? **[NO/YES]**
- › Input customer # and press **[ENTER]**  
purchase card only
- › Input V-code: card present? **[NO]** **[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 customer copy? **[NO/YES]**

## MANUAL SALE FOR ECI

(AVAILABLE ONLY FOR INTERNET INDUSTRY)

- › Press **[SALE]**
- › Input account # and press **[ENTER]**
- › Choose from these options: **[CREDIT/DEBIT/EBT]**
- › Input expiration date (MMYY) and press **[ENTER]**
- › Card Present? **[NO/YES]**
  - › If YES, imprint 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

## 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/EBT]**
- › 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]**, if prompted
- › Input customer number and press **[ENTER]**  
purchase card only
- › Input \$ amount and press **[ENTER]**
- › Input tax amount and press **[ENTER]**  
purch/business card
- › Print customer copy? **[NO/YES]**

## FORCE

To scroll menu, press ↓ until desired option appears.

- › Press **[FORCE]**
- › Swipe or input account # and press **[ENTER]**
- › Choose from these options: **[CREDIT/DEBIT/EBT]**
- › 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 \$ amount and press **[ENTER]**
- › Input tax amount and press **[ENTER]**  
purch/business card
- › Input invoice # and press **[ENTER]**, if prompted
- › Input clerk/server ID and press **[ENTER]**, if prompted
- › Input approval code and press **[ENTER]**
- › Print customer copy? **[NO/YES]**

## 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 customer copy? **[NO/YES]**

## 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/EBT]**
- › Input expiration date (MMYY) and press **[ENTER]**  
manual sale only
- › Input last 4 digits of account # and press **[ENTER]**  
swiped sale only
- › Input customer number and press **[ENTER]**  
purchase card only
- › Input \$ amount and press **[ENTER]**
- › Input tax amount and press **[ENTER]**  
purch/business card
- › 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
- › Print customer copy? **[NO/YES]**

## DEBIT SALE

- › Swipe card or press **[SALE]**
- › Choose from these options: **[CREDIT/DEBIT/EBT]**
- › 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
- › Cardholder enters PIN and presses **[ENTER]**
- › Print customer copy? **[NO/YES]**

## DEBIT REFUND

To scroll menu, press ↓ until desired option appears.

- › Press **[REFUND]**
- › Input password and press **[ENTER]**
- › Swipe card and press **[ENTER]**
- › Choose from these options: **[CREDIT/DEBIT/EBT]**
- › 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 customer copy? **[NO/YES]**

## 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

## 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
- › The balance of the selected batch will display
- › Report prints

## 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 clerk/server ID and press **[ENTER]**  
–or–  
Press **[ALL]** to print all reports
- › Report(s) prints  
Report Key: m= Manually keyed  
\* = Trans. adjusted

## 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