

## I. transaction American Express / Diners / bank cards ELV (AT, DE, NL)

1 user swipe card	2 user enter amount	3 user press [OK]	4 customer sign merchant receipt	5 user hand over customer receipt + card
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## II. transaction Maestro-card / V-Pay-card / EuroCard/MasterCard / Visa

1 user insert card	2 user enter amount	3 user press [OK]	4 customer enter PIN	5 user press [OK]	6 user keep merchant receipt	7 user hand over customer receipt + card
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If a receipt is printed immediately after step 3 go on with steps 4 + 5 at article I.

## III. manual transaction credit card - button [1]

1 user press [Menü]	2 user „Transaktion“ press [OK]	3 user [▼] until „KAUF“ then [OK]	4 user enter card number
5 user press [OK]	6 user enter expiry date (MMYY)	7 user press [OK]	8 user enter amount
9 user press [OK]	10 customer sign merchant receipt if customer is present	11 user hand over customer receipt + card if customer is present	

## V. refund credit card - button [2]

1 user press [Menü]	2 user „Transaktion“ press [OK]	3 user [▼] until „Gutschrift“	4 user press [OK]
5 user enter card number	6 user press [OK]	7 user enter expiry date (MMYY)	8 user press [OK]
9 user enter amount	10 user press [OK]	11 customer sign merchant receipt if customer is present	12 user hand over customer receipt + card if customer is present

**INFORMATION:** if credit card is present: insert or swipe card instead of steps 5 to 8

## VI. cancel last transaction - button [7]

1 user press [Menü]	2 user „Transaktion“ press [OK]	3 user [▼] until „STORNO letzte TX“	4 user press [OK]	5 user [OK] for cancellation	6 user keep merchant receipt	7 user hand over customer receipt + card
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**INFORMATION:** cancellation is only available for the last transaction!

## VII. print copy of the last receipt - button [8]

## VIII. manual end-of-day

1 user press [Menü]	2 user „Transaktion“ press [OK]	3 user [▼] until „Administration“	4 user press [OK]	5 user [▼] until „Abschluss“	6 user press [OK]
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## IX. credit card authorization call center



VISA



## X. technical hotline



0810 / 10 25 16  
+49 (0)911 94 58 354

0810 / 10 25 16  
+49 (0)911 94 58 354

01 / 51 29 714

01 / 50 135 - 135

0662 / 22 55 - 88