

July 15, 2013

Instructions for installing new Bank of America VeriFone



DO NOT BEGIN UNTIL YOU ARE CALLED BY SHERRY, DEAN OR ART. SOMEONE WILL CALL YOU WHEN TIME IS AVAILABLE TO WORK WITH YOUR STORE.

Unpack Boxes

1. You will receive two boxes. One LARGE box and one SMALL box.
2. Open the SMALL box first.
 - a. FROM THE SMAL BOX, remove and place to the side the “Your Check is Welcome TeleCheck” Sticker
 - b. FROM THE SMAL BOX, remove and open the First Data TeleCheck Welcome Kit. From the welcome kit, remove and place to the side two small pads saying “Dear Customer” in the upper left hand corner.
 - c. DO NOT REMOVE any other items from the First Data TeleCheck Welcome Kit.
 - d. Place the First Data TeleCheck Welcome Kit and the remaining contents back into the SMALL BOX.
3. Open the LARGE BOX.
 - a. FROM THE LARGE BOX, remove a box marked FD-35:
 - i. From this box, remove and put aside the PIN pad and attached cable.
 - ii. Place all packing material and remaining contents back into the box marked FD-35.
 - b. FROM THE LARGE BOX, remove a box marked FD200:
 - i. From this box remove and put aside:
 1. the FD200 VeriFone removed from its plastic bag,
 2. the power supply cord, and
 3. the power supply removed from its plastic bag
 - ii. Place all packing material and remaining contents back into the box marked FD200.
 - c. FROM THE LARGE BOX, remove and place to the side:
 - i. roll of thermal paper,
 - ii. black printed manual charge drafts, and
 - iii. red printed manual charge drafts,
 - d. FROM THE LARGE BOX, remove and open the envelope marked “Please read enclosed documents prior to operating equipment”.
 - i. From this envelope, remove and place to the side:
 1. Metal plate for manual draft imprint,
 2. Your Check is Welcome TeleCheck Sticker
 - ii. DO NOT REMOVE any other items from this envelope.

- iii. Place this envelope and the remaining contents back into the LARGE BOX
- e. FROM THE LARGE BOX, remove and open the First Data TeleCheck Welcome Kit.
 - i. From the welcome kit, remove and place to the side two small pads saying "Dear Customer" in the upper left hand corner.
 - ii. DO NOT REMOVE any other items from the First Data TeleCheck Welcome Kit.
 - iii. Place The First Data TeleCheck Welcome Kit and the remaining contents back into the LARGE BOX
- f. LEAVE IN THE LARGE BOX, New Account Guide, the pack list, packing material and an acrylic holder.
- 4. Place the box marked FD200 into the LARGE BOX.
- 5. Place the box marked FD-35 into the LARGE BOX
- 6. Place the SMALL BOX into the LARGE BOX

You should have set aside:

- 1. FD-35 Pin Pad
- 2. FD200 VeriFone
- 3. Power cord
- 4. Power supply
- 5. A total of four (4) "Dear Customer" pads for TeleCheck
- 6. A roll of thermal paper
- 7. A package of black ink MC/VISA manual charge drafts
- 8. A package of red ink MC/VISA manual credit drafts
- 9. Metal plate for manual draft imprint,
- 10. A total of two (2) Your Check is Welcome TeleCheck Stickers

Assemble Bank of America (NEW) VeriFone:

* DO NOT PLUG VERIFONE INTO ELECTRICITY AT THIS TIME *

- 1. Plug PIN pad into VeriFone
- 2. Remove plastic cover on PIN Pad
- 3. Remove and discard IMPORTANT sticker attached to VeriFone
- 4. Remove plastic "Please Remove Before Applying Power" sticker from face of VeriFone.
- 5. Remove test receipts and plastic sheet at top of VeriFone printer.
- 6. Assemble the power supply and plug into VeriFone – DO NOT PLUG POWER CORD END INTO ELECTRICAL OUTLET.



Close and Settle Wells Fargo VeriFone:

The next step is VERY important.

1. Be certain that all MasterCard, Visa, American Express and Discover card transactions have been entered into the WELLS FARGO VeriFone for the POS transactions that have been completed so far for the day.
2. Complete a settlement transaction into the WELLS FARGO VeriFone.
3. IMPORANT – if you need to void a MasterCard, Visa, American Express or Discover card transaction entered into the Wells Fargo VeriFone AFTER you switched VeriFones, you will need to use the SAME CARD and do a REFUND on the Bank of America VeriFone.

REPORTS/SETTLEMENT

Detail and Totals reports should be run together, compared to actual receipts, if matching, run a second copy of Detail and Total report for pink copies then run settlement. Staple one copy of Detail, Total reports and settlement to receipts for White Daily workbag.

Detail report:

Press purple report key
Press F3
(DO NOT EXIT REPORT MODE!)

Totals report:

Press F2
Settlement

When two copies of Detail and Totals reports have been run:

Press Cancel
Enter \$ amount from verified totals report
Press F4

Be certain to keep these reports and combine the totals with the settlement of the new, Bank of America totals when balancing at the end of tonight.

Switch VeriFones and Merchant Plate:

1. Remove telephone cord from back of Wells Fargo (OLD) VeriFone and leave the phone cord on top of counter.

2. Remove the Wells Fargo (OLD) VeriFone, power supply and PIN pad from the top of the counter and place in LARGE BOX.
3. Place Bank of America (NEW) VeriFone on top of POS counter and position properly with PIN Pad.
4. Plug the power cord from the power supply into the same outlet that the Wells Fargo (OLD) VeriFone was plugged into.
5. Plug the telephone code you removed from the Wells Fargo (OLD) VeriFone into the Bank of America (NEW) VeriFone.
6. Remove the old and replace with the new, the metal merchant plate in your imprinter; place the old merchant plate in the LARGE BOX.

At this point, you should be able to use the Bank of America. Instructions for using the Bank of America VeriFone are on the Intranet under Ops Manual, POS and Forms – POS Manual and Bulletins.

The person helping you to install the new VeriFone will FAX to you a new Manual Authorization sheet with your new merchant IDs.

Wrap-up and Clean-up:

1. Add the black MC/VISA manual charge drafts to office supplies; you can continue to use blue or other colored MC/VISA manual MC/VISA charges that are *NOT* marked CREDIT when taking a manual imprint. Keep the MC/VISA manual charge drafts SEPARATE from GE Capital manual charge drafts.
2. Add the red MC/VISA manual CREDIT drafts to office supplies; Keep the MC/VISA manual CREDIT drafts SEPARATE from GE Capital manual CREDIT drafts.
3. Place ALL of your old laminated sheets for use of the Wells Fargo VeriFone into the large box with the Wells Fargo VeriFone.
4. REMOVE all Certegy/Equifax Check Guarantee service stickers that you have and place them in the trash or the large box with the Wells Fargo VeriFone.
5. Mount AT LEAST ONE, two if you have the space, TeleCheck welcome stickers on your POS counter in the same position where the Certegy/Equifax server stickers were. AT LEAST ONE of these stickers must be visible to the customer from the customer's side of the counter.
6. Place the small TeleCheck "Dear Customer" pads in with your banking supplies.
IMPORTANT – PLEASE READ THE INSTRUCTIONS FOR ENTERING A CHECK THROUGH THE VERIFONE WITH TELECHECK. IF A CHECK IS ENTERED INTO THE VERIFONE FOR A TELECHECK AUTHORIZATION *AND IS DECLINED* YOU MUST GIVE THE CUSTOMER ONE OF THIS SLIPS WITH THE DECLINE TRANSACTION NUMBER WRITTEN ON IT.
7. In the large box that you received your new VeriFone in, you should place:
 - a. Old Wells Fargo VeriFone and PIN Pad
 - b. Metal merchant plate removed from your credit card imprinter
 - c. Extra supplies received with new Bank of America VeriFone
 - d. Certegy or Equifax Check Service stickers (unless placed in the trash)
 - e. ALL laminated instructions for use of the Wells Fargo VeriFone.
8. Seal the box properly and contact shipping for a separate UPS label to return the box to SMC.