



# OPERATING INSTRUCTIONS FOR ENGAGE V400C PLUS

## SALE

- 1) Select (ATH Network)
- 2) Select (Sale)
- 3) Enter the amount Amount 1 (with Taxes), Press (Enter)
- 4) Enter the amount Amount 2 (with Reduced Tax), Press (Enter)
- 5) Swipe, insert, or present the card.

## DEBIT

- a) Enter the PIN

## VISA AND MASTERCARD

- a) Enter the PIN if prompted

## VISA AND MC AS ATH (DEBIT)

- a) Select your preferred payment method
- b) Enter the PIN or the last 4 digits of the card

## AMEX

- a) Enter the PIN or the last 4 digits of the card

## DISCOVER

- a) Select your preferred payment method
- b) Enter the PIN or the last 4 digits of the card

## MANUAL SALE (CREDIT ONLY)

- 1) Select (ATH Network)
- 2) Select (Sale)
- 3) Enter the amount 1 (with Taxes), Press (Enter)
- 4) Enter the amount 2 (with Reduced Tax), Press (Enter)
- 5) Enter the card number and press (Enter)
- 6) Enter the expiration date and press (Enter)
- 7) Enter your password (xxxx) and press (Enter)

## MANUAL REFUND (CREDIT ONLY)

- 1) Select (ATH Network)
- 2) Select (Refund)
- 3) Enter your password (xxxx) and press (Enter)
- 4) Enter the amount (Amount without taxes) and press (Enter)
  - 1) Enter State Tax
  - 2) Enter Reduced Tax
  - 3) Enter Municipal Tax
- 5) Enter the card number and press (Enter)
- 6) Enter the expiration date and press (Enter)

## SALE - ATH MÓVIL

- 1) Select (ATH Network)
- 2) Select (Sale)
- 3) Enter the Amount 1 (with Taxes), Press (Enter)
- 4) Enter the Amount 2 (with Reduced Tax), Press (Enter)
- 5) Press number 1 for ATH Móvil.
- 6) Instruct the customer to scan the QR Code from their device.

## REFUND

- 1) Select (ATH Network)
- 2) Select (Refund)
- 3) Enter your password (xxxx) and press (Enter)
- 4) Enter the amount (Amount without taxes) and press (Enter)
  - 1) Enter State Tax
  - 2) Enter Reduced Tax
  - 3) Enter Municipal Tax
- 5) Swipe, insert, or present the card.

## SALE - ATH MÓVIL (REFUND)

- 1) Select (ATH Network)
- 2) Select (Refund)
- 3) Enter the amount, Press (Enter)
- 4) Press number 1 for ATH Móvil.
- 5) Enter the transaction ID in the customer's Wallet.

## CASH CHECK SALE TRANSACTIONS

- 1) Select (Cash Check)
- 2) Press (Cash Sale)
- 3) Enter the Amount 1 (with Taxes), Press (Enter)
- 4) Enter the Amount 2 (with Reduced Tax), Press (Enter)

## CASH REFUND

- 1) Select (Cash Check)
- 2) Press (Cash Refunds)
- 3) Enter your password (xxxx) and press (Enter)
- 4) Enter the amount (Amount without taxes) and press (Enter)
  - 1) Enter State Tax
  - 2) Enter Reduced Tax
  - 3) Enter Municipal Tax

## VOID (CREDIT ONLY)

- 1) Go to Administration
- 2) Enter your password (xxxx) and press (Enter)
- 3) Select (Void)
- 4) Enter the "INVOICE NUMBER" of the desired receipt
- 5) Press (Enter)
- 6) Select (Confirm)

## TO PRINT THE DAILY REPORT

- 1) Select Administrator
- 2) Enter your password (xxxx) then press (Enter)
- 3) Select (Reports)
- 4) Select (Printer)
- 5) Select (Summary) or (Detailed Tran)
- 6) It will print the list of transactions

## TO PROCESS THE DEPOSIT (SETTLEMENT)

- 1) Select Administrator
- 2) Enter your password (xxxx) then press (Enter)
- 3) Select (Settlement)
- 4) Select (Confirm)
- 5) Wait for the transaction receipt

## REPRINT DEPOSIT

- 1) Select Administrator
- 2) Enter your password (xxxx) then press (Enter)
- 3) Select (Reports)
- 4) Select (Printer)
- 5) Select (Batch History)
- 6) It will print the totals of the last deposit

## USERS / CLERKS ADD USERS / CLERK

- 1) Go to Utilities
- 2) Enter your password (xxxx) and press (Enter)
- 3) Select (User)

## Profile Settings (Contains the permissions for users created within this profile)

- a) Add Profile
- b) Enter your password (xxxx) and press (Enter)
- c) Enter the name of the profile (Supervisors, Waiters)

## Edit Menu Access (Where permissions for the created profile are assigned)

- a) Enter your password (xxxx) and press (Enter)
- b) Select created profile
- c) Select the different permissions you want for that profile and press enter

## User Setting (Where users are assigned to the created profile)

- a) Add User
- b) Enter your password (xxxx) and press (Enter)
- c) Enter the name of the user (Supervisors, Waiters)
- d) Select the Profile where the user will reside

## ADJUST TIPS (CREDIT ONLY, AND ONLY ONCE)

- 1) Go to Administration
- 2) Enter your password (xxxx) and press (Enter)
- 3) Select (Adjust)
- 4) Tip Adjust Sale
- 5) Enter the "INVOICE NUMBER" of the receipt and then press (Enter)
- 6) Press enter again
- 7) Enter the amount of the TIP, then press (Enter)

## REPRINT RECEIPT

- 1) Go to Administration
- 2) Enter your password (xxxx) and press (Enter)
- 3) Select (Reprint)
- 4) Select (Any Receipt)
- 5) Enter the (INVOICE NUMBER) of the desired receipt
- 6) Press (Enter)
- 7) Wait for the authorization receipt

## OFFLINE SALE

- 1) Select (Red ATH)
- 2) Select (Offline Sale)
- 3) Enter the amount (Without Taxes) and press (Enter)
- 4) Enter the amount (Amount without taxes) and press (Enter)
  - 1) Enter State Tax
  - 2) Enter Reduced Tax
  - 3) Enter Municipal Tax
- 5) Enter authorization number

## EBT

- 1) Select (EBT)
- 2) ---->Foodstamp sale
  - a) Enter the amount, press (Enter)
  - b) Swipe card.
  - c) Enter the PIN
- 3) ---->Cash Withdrawal (Retiro)
  - a) Enter the amount, press (Enter)
  - b) Swipe card.
  - c) Enter the PIN
- 4) ---->Balance Inquiry (Verificación de Balance)
  - a) Swipe card.
  - b) Enter the PIN
- 5) ---->Cash Sale with Cash Back
  - a) Enter the amount, press (Enter)
  - 6) ---->Foodstamp / Cash Voucher
    - a) Enter your password (XXXX)
    - b) Enter the amount, press (Enter)
    - c) Enter card number on the Voucher
    - d) Enter your password (XXXX)
    - e) Enter Approval Number (Enter)
    - f) Enter Voucher Number (Enter)

## FLEET TRANSACTION FOR GASOLINE

- 1) Go to Other
- 2) Select (Fleet)
- 3) Select (Sale)
- 4) Swipe the Card
- 5) Enter license number, plate or vehicle number
- 6) Enter the mileage and press (Enter)
- 7) Select gasoline grade (FuelType)
  1. Premium
  2. Regular
  3. Diesel
  4. Other
  5. Premium Full
  6. Regular Full
- 8) Enter amount of liters and press (Enter)
- 9) Enter price per liter and press (Enter)
- 10) Enter total gasoline price and press (Enter)
- 11) Add additional services (optional)
  1. No required services
  2. Lubricant
  3. Car Wash
  4. Greasing
  5. Oil and Filter Change
  6. Coolant
  7. Brake Fluid
- 12) If you select any service:
  - a) Enter number of units
  - b) Enter price per unit
- 13) After this, you can add another service or press Enter to process

## RECIBO SMS

- 1) Once the transaction has processed, the following menu will appear:
  - 2) -->Printed
    - a) Print a copy for the customer
    - 3) -->NO Receipt
      - a) No printout for the customer
      - 4) -->Text SMS
        - a) Send the customer receipt via text message
        - b) Enter the customer's mobile number and (Next)
        - c) Enter the amount, press (Enter)
        - d) Swipe card.
        - e) Enter the cash back amount, press (Enter)
        - f) Enter the PIN

## EBT (REFUND)

- 1) Select (EBT)
- 2) Select (Foodstamp Refund/Void)
- 3) Enter password (xxxx) and press (Enter)
- 4) Enter the amount and press (Enter)
- 5) Swipe, insert or present the card.

## HOTEL / CAR RENTAL

- 1) Select (Hotel / Car Rental)
- 2) -->Check In / Car Rental
  - a) Enter Amount, press (Enter)
  - b) Swipe, insert or present the card.
  - c) Enter the PIN
  - 3) -->Check Out / Car Return
    - a) Enter the Invoice Number
    - b) Confirm the transaction information on screen and press Enter
    - c) Enter Additional Amount
    - d) Enter State Tax
    - e) Enter Municipal Tax
    - f) Confirm the information on screen and press Enter

