

Reversal

A reversal transaction is used to cancel or reverse the immediately preceding successful sale or refund transaction. Reversal occurs when a transaction is approved by the host but fails on the terminal end. A reversal transaction can be processed immediately after the transaction failure by configuring the parameter “AUTO_REVERSAL_ENABLED”.

Step	Instruction	Screen Information	Rebranded Screen Information
1	Enter sale amount and press  key.	 <p>The screen displays the Verifone logo at the top, followed by the word "Sale" and "Enter Amount". A large grey box in the center shows "\$0.00". At the bottom, there are three buttons: a blue "X" button, a grey menu button, and a blue checkmark button.</p>	 <p>The rebranded screen displays the Verifone logo at the top, followed by the word "Sale" and "Enter Amount". A large grey box in the center shows "€0.00". At the bottom, there are two buttons: "Cancel" and "Menu".</p>

Step

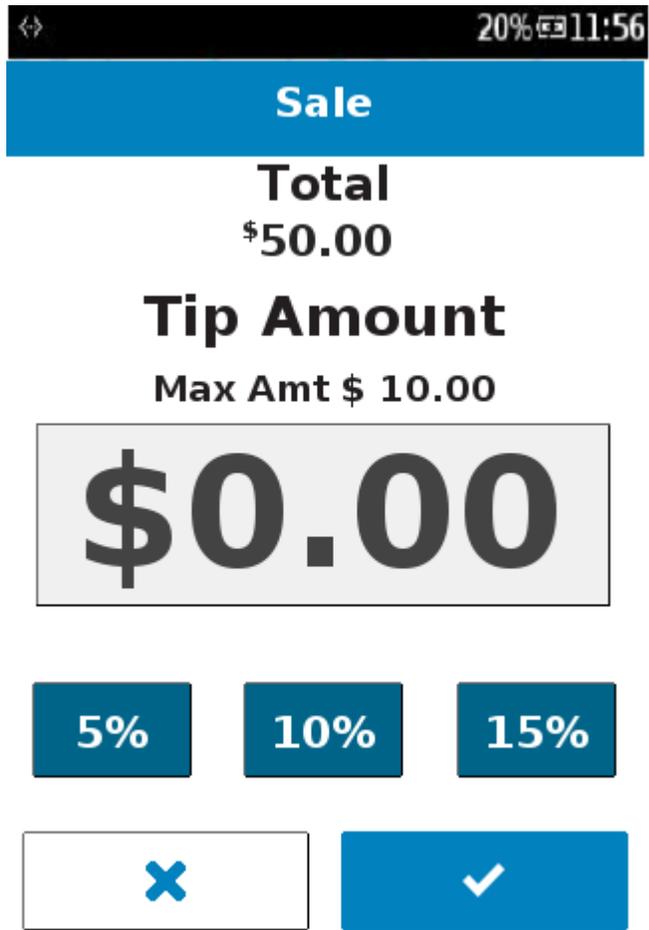
Instruction

Screen Information

Rebranded Screen Inf

2

Enter the Tip amount and press  key. You can press  key to skip this option as well.



Sale

Total
\$50.00

Tip Amount
Max Amt \$ 10.00

\$0.00

5% 10% 15%



Select tip amount
Total €50.00

5% €2.50

10% €5.00

15% €7.50

Other amount

No tip

Step

Instruction

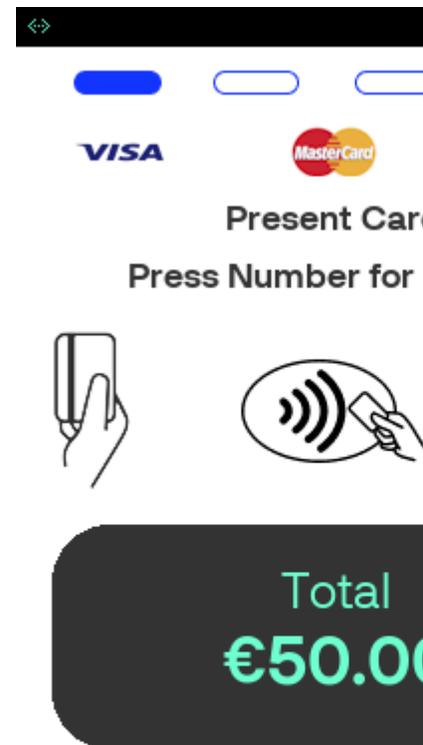
Screen Information

Rebranded Screen Inf

Insert chip card or swipe card or manual key entry or tap contactless card to proceed with the transaction.

- For Swipe:
 - If validated, proceed to step 4.
 - If swipe failed, enter the card number and proceed with step 8.
- For Chip Insert Mode:
 - If chip insert fails, swipe the card and proceed to step 9.
- For Manual Card Entry:
 - If card number is keyed-in, proceed to step 5.
- For Contactless:
 - If contactless card is read correctly and not exceeded the limit, proceed to step 10.
 - If contactless card is not read correctly or

3



Step

Instruction

Screen Information

Rebranded Screen Inf

4

Enter PIN and press  key. If PIN validation is successful, proceed to step 10.

20% 11:56

Sale

Total
\$1.00

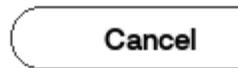


Enter PIN
Press enter to Bypass



20% 11:56

Enter PIN
Total
€50.00
Visa Credit



Step

Instruction

Screen Information

Rebranded Screen Inf

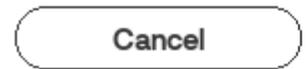


5

Enter card number and press  key.

Card Number

0000 0000 0000 0



Step

Instruction

Screen Information

Rebranded Screen Inf



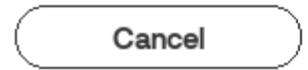
6

Enter the expiry date and press  key.

Expiry Date



MM/YY

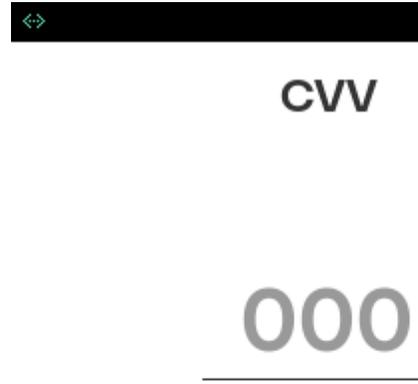


Step

Instruction

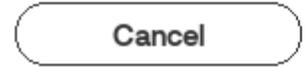
Screen Information

Rebranded Screen Inf



7

Enter the CVV number and
press  key.
Proceed to step 10.



Step

Instruction

Screen Information

Rebranded Screen Inf

100% 15:51



Sale

Swipe or Insert Card



VISA



Insert or Swipe

Total \$9,999,999.99

VISA



Total
€50.00

8

Insert or Swipe the card, proceed to step 4.

Step

Instruction

Screen Information

Rebranded Screen Inf

100% € 15:51

100% € 15:51

9

Swipe the card and proceed to step 4.

Sale Swipe Card

Swipe Card



Total \$9,999,999.99

Total
€50.00



Step

Instruction

Screen Information

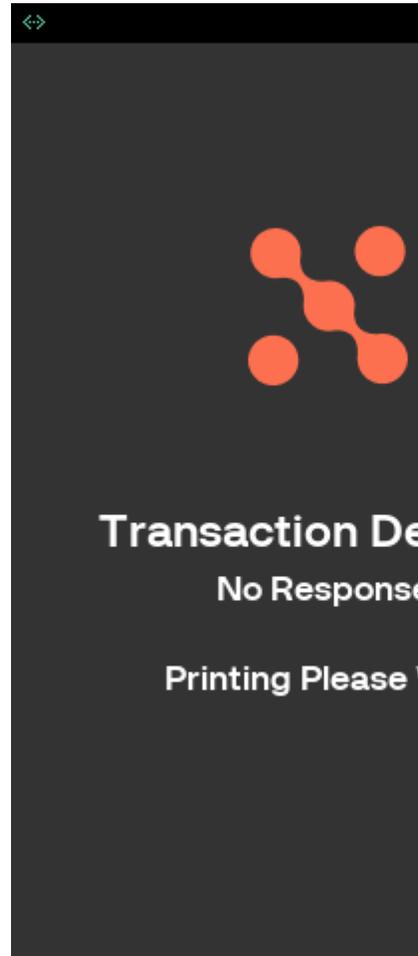
Rebranded Screen Inf

10

The transaction is declined due to a lack of response. The terminal prints the merchant receipt.



Transaction Declined
No Response
Printing Please Wait



Step

Instruction

Screen Information

Rebranded Screen Inf

11

The terminal processes the reversal and stores this transaction record. This screen will also be displayed after performing next Online Transaction.



Connected
Sending



Please Wait
Uploading Reve

Step

Instruction

Screen Information

Rebranded Screen Inf

12

Press  key for customer copy.



Customer Copy



Customer C



Step

Instruction

Screen Information

Rebranded Screen Inf

13

The user can proceed with any transaction.



Step

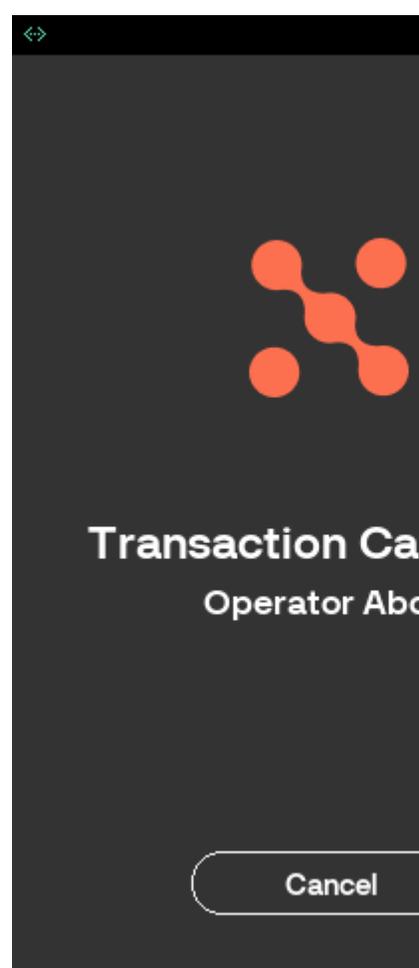
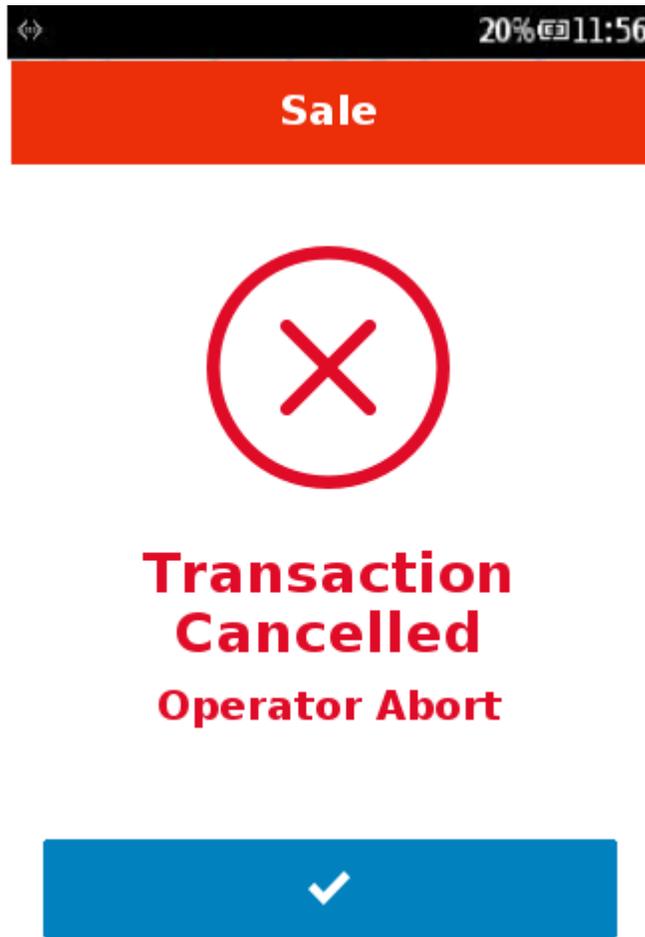
Instruction

Screen Information

Rebranded Screen Inf

14

Press  key or user timeout. Goes back to step 1.



Step

Instruction

Screen Information

Rebranded Screen Inf

15

Press  key or user timeout. Goes back to step 1.

