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1 How to Run a POS Transaction - Engage

How to Run a POS Transaction

The POS terminal is used to run payments, or transactions.



Step 1 Inform the cardholder of the VitalChek fee

Step 2 Select the Payment option by pressing the green enter button

**Step 3**

LOG ON TO THE POS TERMINAL: The POS **Enter Operator ID** screen displays. User enters ID and presses the green enter button.

Note - if the Operator ID was entered incorrectly or does not have the authority for the transaction, an error message will be displayed

**Step 4**

PRODUCT SELECTION: **Select Product** screen displays with available product options.

Select Product by pressing the corresponding number on the keypad or use the four-way navigation button to scroll through the list of products. Press the green enter button when the correct product is highlighted. If additional products are available, the page over buttons will be displayed.

**Step 5**

ENTER REFERENCE NUMBER: Reference Number screen displays (if applicable).

Enter Agency defined **Reference Number** (if applicable) and press the green enter button. If **Reference Number** is not required, user can press the green Enter button to bypass

Note: The four-way navigation button can be used to change from numbers to letters.



Step 6

ENTER AMOUNT: **Enter Amount** screen displays, enter the Agency Amount using the numeric keypad. Do not include the VCN Fee. The VCN Fee will be added automatically. Press the green enter button. This screen has a floating decimal point.



Step 7

ADDITIONAL PRODUCTS: If the agency is set up to accept payments for additional products the **Another Product** screen displays, select Yes or No.

No - continues the payment process.

Yes - return to step 5 for each additional product.

Note: Shipping screen will display if the agency has shipping options.

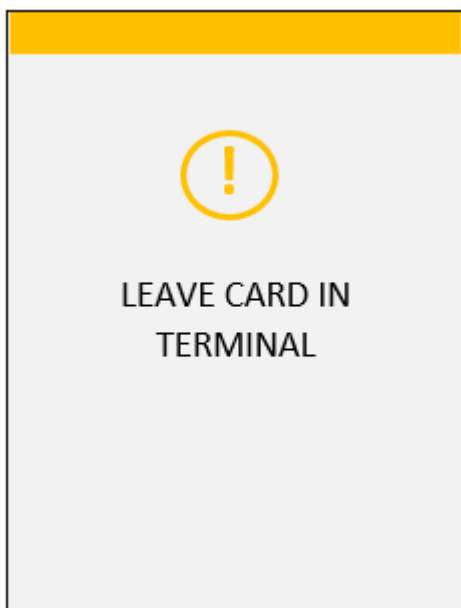
**Step 8**

INSERT OR SLIDE CARD. Swipe, tap or insert card.



Step 8:
EMV

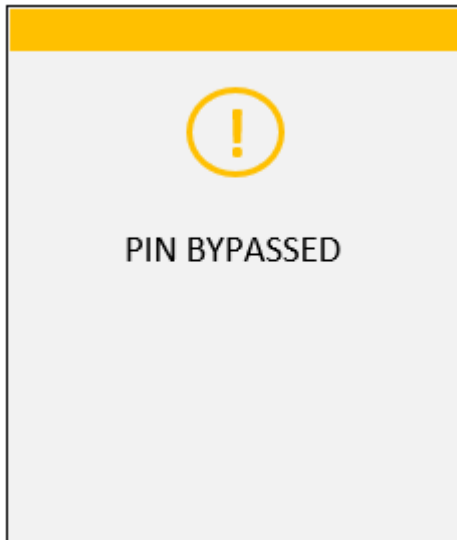
Pin Pad displays **Leave Card In Terminal**.



The pin pad prompts **Enter Pin** (if applicable). Customer enters PIN and presses green enter key. Pin Pad displays Leave Card in Terminal.



Note: PIN can be bypassed by pressing green enter key. If customer bypasses PIN, the transaction will be charged the VCN credit fee.



Proceed to step 9.

**Step 8:
Magstripe
(Swipe)**

Magstripe Transaction - If a card does not have a chip the card will be swiped.

Customer swipes the card, terminal and pin pad display the card type selection screen. Customer selects 1 for **Debit** and 2 for **Credit**.



Debit - Customer enters pin number and presses green Enter key. Proceed to step 9.

Credit - Proceed to step 9.

Step 8: Contactless Customer taps card on device.

Step 9 FEE BREAKDOWN: Payment fees display, customer selects 1 (Yes) to process, 2 (No) to cancel.



EMV Credit transactions - Pin pad will display **Remove Card**.

Once card is removed, approved message displays and Merchant Copy of the receipt automatically prints.

Terminal prompts **Print Customer Copy?** Select green enter for Yes to print and red cancel for No.

Step 10

RECEIPT PRINTING



Customer receipt prints.

Magstripe (swipe) transactions - The Merchant receipt copy will automatically print and terminal will prompt **Print Customer Copy?** Select green enter for Yes and red cancel for No.

Customer receipt prints.

2 How to Run a POS Transaction with Partial Approvals - Engage

How to Run a POS Transaction with Partial Approvals - EMV

The POS terminal is used to run payments, or transactions.



- Step 1** Inform the cardholder of the VitalChek fee
- Step 2** Select the Payment option by pressing the green enter button

**Step 3**

LOG ON TO THE POS TERMINAL: The POS **Enter Operator ID** screen displays. User enters ID and presses the green enter button.

Note - if the Operator ID was entered incorrectly or does not have the authority for the transaction, an error message will be displayed

**Step 4**

PRODUCT SELECTION: **Select Product** screen displays with available product options.

Select Product by pressing the corresponding number on the keypad or use the four-way navigation button to scroll through the list of products. Press the green enter button when the correct product is highlighted. If additional products are available, the page up and down arrows will be displayed.

**Step 5**

ENTER REFERENCE NUMBER: Reference Number screen displays (if applicable).

Enter Agency defined **Reference Number** (if applicable) and press the green enter button. If **Reference Number** is not required, user can press the green Enter button to bypass

Note: To enter alphabetic characters, press the four-way navigation button to switch to ABC.

**Step 6**

ENTER AMOUNT: **Enter Amount** screen displays, enter the Payment Amount using the numeric keypad. Do not include the VCN Fee. The VCN Fee will be added automatically. Press the green enter button.



Step 7

ADDITIONAL PRODUCTS: If **Another Product** screen displays, select Yes or No.

No - continues the payment process.

Yes - return to step 5 for each additional product.

Note: Shipping screen will display if the agency has shipping options.

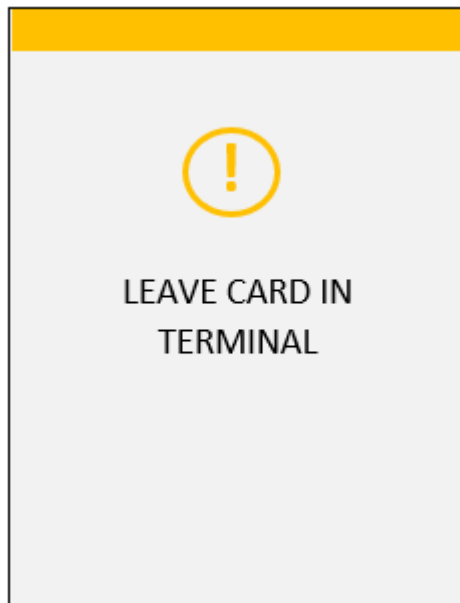
**Step 8**

INSERT OR SLIDE CARD. Swipe, tap or insert card.



Step 8:
EMV

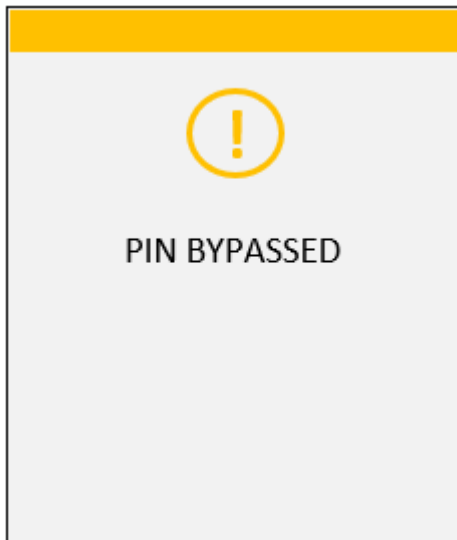
Pin Pad displays **Leave Card In Terminal**.



The pin pad prompts **Enter Pin** (if applicable). Customer enters PIN and presses green enter key. Pin Pad displays Leave Card in Terminal.



Note: PIN can be bypassed by pressing green enter key. If customer bypasses PIN, the transaction will be charged the VCN credit fee.



Proceed to step 9.

**Step 8:
Magstripe
(Swipe)**

Magstripe Transaction - If a card does not have a chip the card will be swiped.

Customer swipes the card, terminal and pin pad display the card type selection screen. Customer selects 1 for **Debit** and 2 for **Credit**.



Debit - Customer enters pin number and presses green Enter key. Proceed to step 9.

Credit - Proceed to step 9.

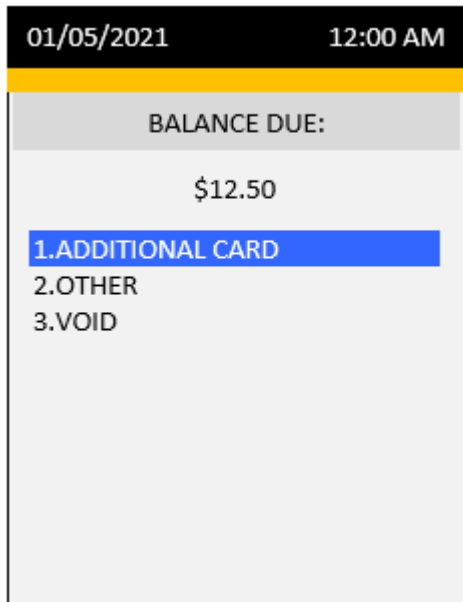
Step 8: Contactless Customer taps card on device.

Step 9 FEE BREAKDOWN: Payment fees display, customer selects 1 (Yes) to process, 2 (No) to cancel.



Step 10

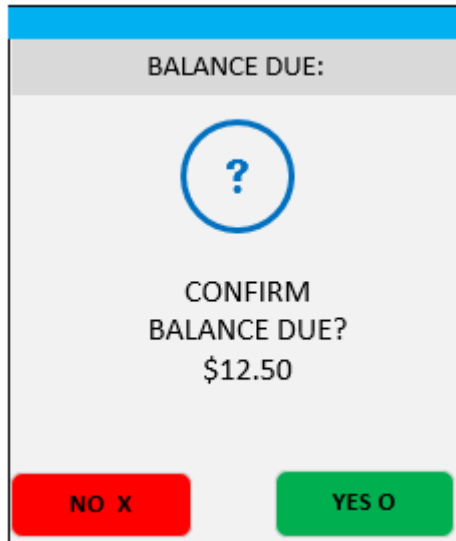
When the card does not have sufficient funds to cover the entire amount, the Balance Due screen displays with 3 options:



1. **Additional Card** - selected if the customer has additional credit/debit/gift/prepaid cards to pay the remaining balance. Pin pad will prompt for another card to be swiped or inserted.

2. **Other** - selected if the customer is unable to pay using additional

card(s) and chooses to pay the remained with cash or check. Confirm Balance Due screen displays.



Select Yes to Confirm the Balance Due amount, terminal will accept the partial payment and receipt will print balance due to the agency.

Selecting No will return to the Balance Due screen.

3. **Void** - selected if the customer chooses to cancel the payment and void the transaction, a void receipt will print. If debit was selected, the pin pad will prompt for the card to be swiped again for the void.

Step 11

RECEIPT PRINTING



Customer receipt prints.

Magstripe (swipe) transactions - The Merchant receipt copy will automatically print and terminal will prompt **Print Customer Copy?** Select green enter for Yes and red cancel for No.

Customer receipt prints.

3 How to Run an Integrated POS Transaction - Engage

How to Run an Integrated POS Transaction - EMV

The POS terminal is used to run payments, or transactions.



Step 1 After entering information into cashiering system, proceed to POS terminal

Step 2 Select the Payment option by pressing the green enter key.

**Step 3**

LOG ON TO THE POS TERMINAL: The POS **Enter Operator ID** screen displays. User enters ID and presses the green enter button.

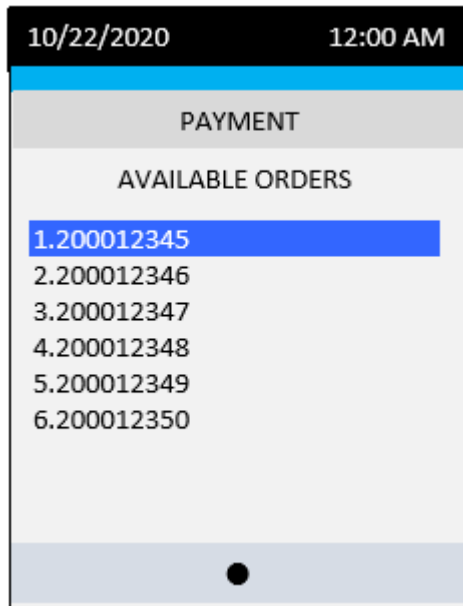
Note - if the Operator ID was entered incorrectly or does not have the authority for the transaction, an error message will be displayed



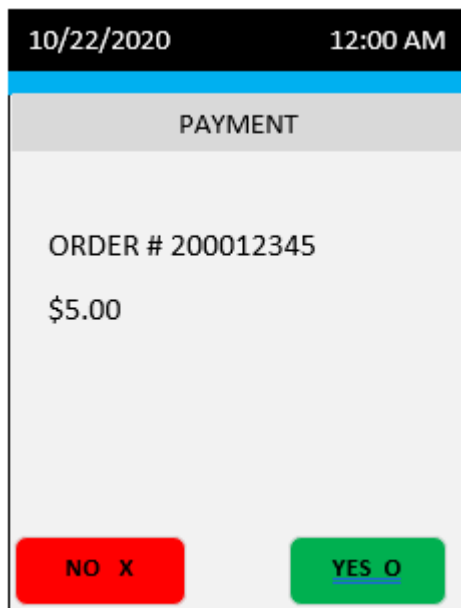
Step 4 **Getting Orders** screen displays

Step 5 **Available Orders** screen displays with all available orders. User selects order by using the numbers on the keypad or use the four-way navigation button to scroll through the list of options. Press the green Enter key to select highlighted item. If additional options are available, the page over buttons will be displayed.

Note: If only one order is available the terminal will bypass this screen.



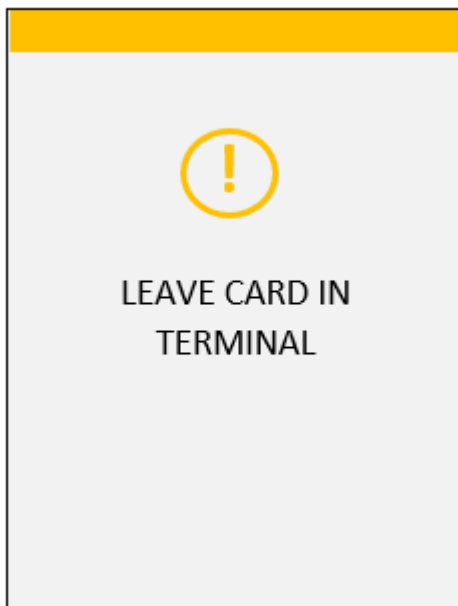
Step 6 Order Confirmation screen displays. User selects Yes to proceed or No to cancel.



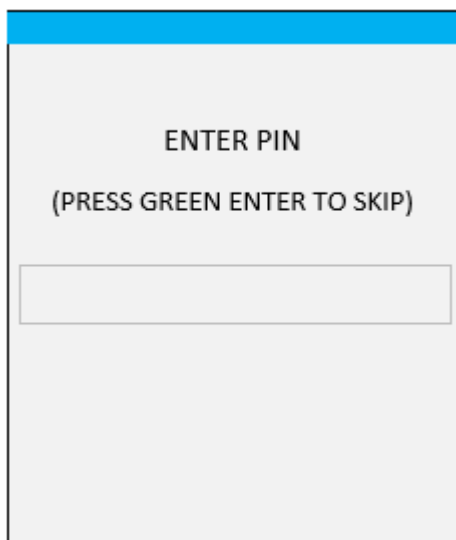
Step 7 **INSERT OR SLIDE CARD.** Swipe, tap or insert card.



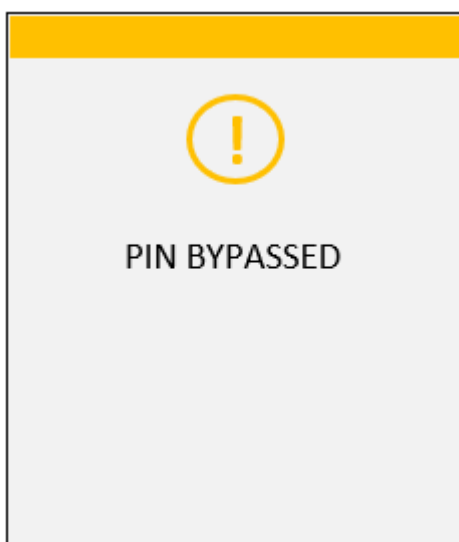
Step 8: EMV (Chip) Pin Pad displays **Leave Card In Terminal**.



The pin pad prompts **Enter Pin** (if applicable). Customer enters PIN and presses green enter key. Pin Pad displays Leave Card in Terminal.



Note: PIN can be bypassed by pressing green enter key. If customer bypasses PIN, the transaction will be charged the VCN credit fee.



Proceed to step 9.

**Step 8:
Magtek
(Swipe)**

Magstripe Transaction - If a card does not have a chip the card will be swiped.

Customer swipes the card, terminal and pin pad display the card type selection screen. Customer selects 1 for **Debit** and 2 for **Credit**.



Debit - Customer enters pin number and presses green Enter key. Proceed to step 9.

Credit - Proceed to step 9.

Step 8: Contactless Customer taps card on device.

Step 9 FEE BREAKDOWN: Payment fees display, customer selects 1 (Yes) to process, 2 (No) to cancel.



EMV Credit transactions - Pin pad will display **Remove Card.**

Once card is removed, approved message displays and Merchant Copy of the receipt automatically prints.

Terminal prompts **Print Customer Copy?** Select green enter for Yes to print and red cancel for No.

Step 10

RECEIPT PRINTING



Customer receipt prints.

Magstripe (swipe) transactions - The Merchant receipt copy will automatically print and terminal will prompt **Print Customer Copy?** Select green enter for Yes and red cancel for No.

Customer receipt prints.

4 How to Run an Integrated POS Transaction with Partial Approvals Engage

How to Run an Integrated POS Transaction with Partial Approvals - Engage

The POS terminal is used to run payments, or transactions.



- Step 1** After entering information into cashiering system, proceed to POS terminal.
- Step 2** Select the Payment option by pressing the green enter key.

**Step 3**

LOG ON TO THE POS TERMINAL: The POS **Enter Operator ID** screen displays. User enters ID and presses the green enter button.

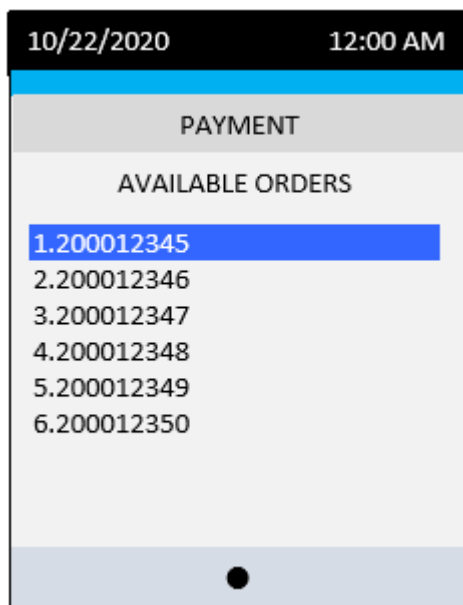
Note - if the Operator ID was entered incorrectly or does not have the authority for the transaction, an error message will be displayed



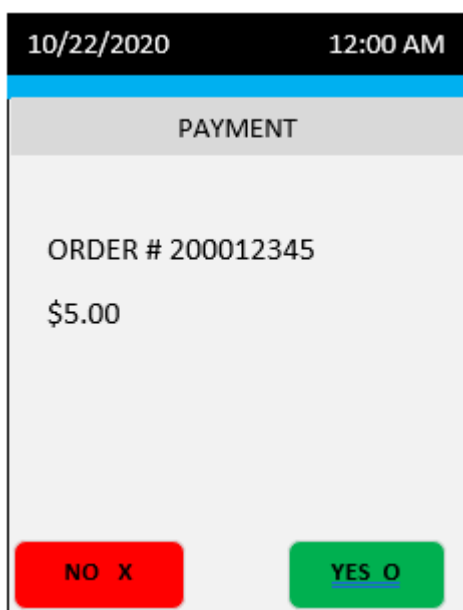
Step 4 **Getting Orders screen displays**

Step 5 **Available Orders** screen displays with all available orders. User selects order by using the numbers on the keypad or use the four-way navigation button to scroll through the list of options. Press the green Enter key to select highlighted item. If additional options are available, the page over buttons will be displayed.

Note: If only one order is available the terminal will bypass this screen.



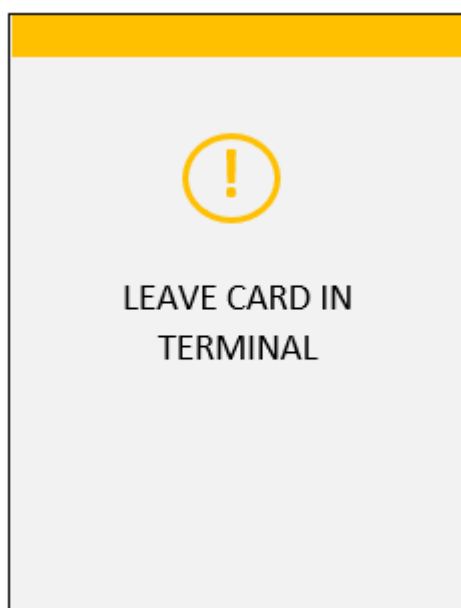
Step 6 Order Confirmation screen displays. User selects Yes to proceed or No to cancel.



Step 7 **INSERT OR SLIDE CARD.** Swipe, tap or insert card.



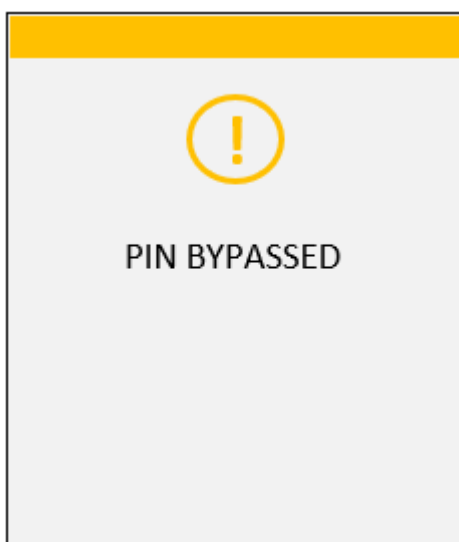
Step 8: EMV (Chip) Pin Pad displays **Leave Card In Terminal.**



The pin pad prompts **Enter Pin** (if applicable). Customer enters PIN and presses green enter key. Pin Pad displays Leave Card in Terminal.



Note: PIN can be bypassed by pressing green enter key. If customer bypasses PIN, the transaction will be charged the VCN credit fee.



Proceed to step 9.

**Step 9:
Magtek
(Swipe)**

Magstripe Transaction - If a card does not have a chip the card will be swiped.

Customer swipes the card, terminal and pin pad display the card type selection screen. Customer selects 1 for **Debit** and 2 for **Credit**.



Debit - Customer enters pin number and presses green Enter key. Proceed to step 9.

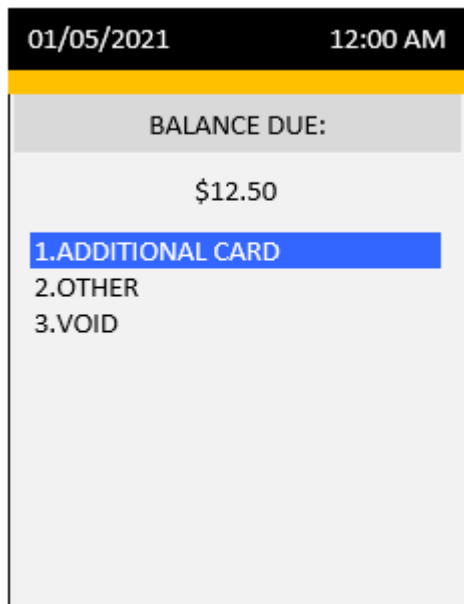
Credit - Proceed to step 9.

Step 9: Contactless Customer taps card on device.

Step 10 FEE BREAKDOWN: Payment fees display, customer selects 1 (Yes) to process, 2 (No) to cancel.

**Step 11**

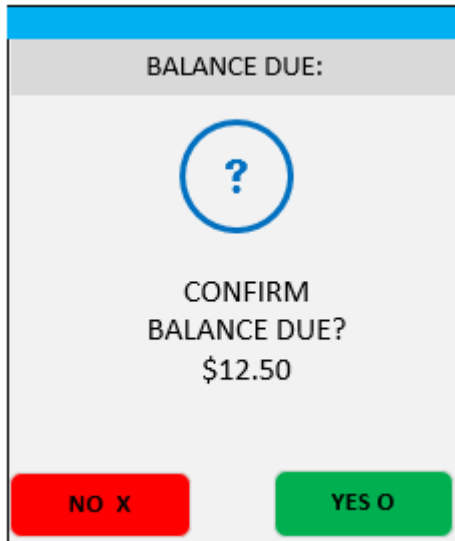
When the card does not have sufficient funds to cover the entire amount, the Balance Due screen displays with 3 options:



1. **Additional Card** - selected if the customer has additional credit/debit/gift/prepaid cards to pay the remaining balance. Pin pad will prompt for another card to be swiped or inserted.

2. **Other** - selected if the customer is unable to pay using additional

card(s) and chooses to pay the remained with cash or check. Confirm Balance Due screen displays.



Select Yes to Confirm the Balance Due amount, terminal will accept the partial payment and receipt will print balance due to the agency. Selecting No will return to the Balance Due screen.

3. **Void** - selected if the customer chooses to cancel the payment and void the transaction, a void receipt will print. If debit was selected, the pin pad will prompt for the card to be swiped again for the void.

Step 12

RECEIPT PRINTING



Customer receipt prints.

Magstripe (swipe) transactions - The Merchant receipt copy will automatically print and terminal will prompt **Print Customer Copy?** Select green enter for Yes and red cancel for No.

Customer receipt prints.

5 How to Reprint a Receipt - Engage

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How to Reprint a Receipt - Engage

Users can reprint the last receipt that was printed on the POS terminal.



Step 1 User selects Reprint option by using the four-way navigation button to scroll down to highlight Reprint, then enter.



Step 2 **Enter Order #** screen displays; to reprint the receipt from the last transaction performed on the terminal press the green enter key.

If a difference receipt is needed enter the order # then press the green enter key.

Step 3 Printing screen displays, Agency receipt automatically prints.

Note: Receipt will display duplicate.



6 POS Receipt Examples - Engage

POS Receipts Examples - EMV

Agency and Customer receipts are printed after each POS transaction.

Agency Receipt

1/5/2019	07:31 AM CDT
Agency Name	
Agency Address	
Agency City, State, Zip	
TERMINAL NAME: E1234501	
ORDER #: 123456789	
PAYMENT	
CITATION	\$10.00
12345	
AGENCY SUBTOTAL: \$10.00	
LEXISNEXIS SERVICE FEE: \$2.50	
TOTAL USD: \$12.50	

CARD #: 9876	VISA
PAYMENT: CREDIT CHIP READ-CONTACT	
MODE:	ISSUER
MID:	*2345
TID:	*****234
AUTH CODE:	123456
APP LABEL:	US DEBIT
CVM:	NO SIG REQUIRED
AID:	A0000000012345
CID:	NOT AVAILABLE
ARQC:	NOT AVAILABLE
AMOUNT:	\$12.50
CARD APPROVED	

AMOUNT PAID:	
\$12.50	

AGENCY COPY	

Customer Receipt

1/5/2019 07:31 AM CDT

Agency Name
Agency Address
Agency City, State, Zip

TERMINAL NAME: E1234501

ORDER #: 123456789

PAYMENT

CITATION \$10.00
12345

AGENCY SUBTOTAL: \$10.00
LEXISNEXIS SERVICE FEE: \$2.50

TOTAL USD: \$12.50

CARD #: 9876 VISA
PAYMENT: CREDIT CHIP READ-CONTACT
MODE: ISSUER
MID: *2345
TID: *****234
AUTH CODE: 123456
APP LABEL: US DEBIT
CVM: NO SIG REQUIRED
AID: A0000000012345
CID: NOT AVAILABLE
RQC: NOT AVAILABLE
AMOUNT: \$12.50

CARD APPROVED

AMOUNT PAID:
\$12.50

CUSTOMER COPY

Agency Declined

1/5/2019

07:31 AM CDT

Agency Name
Agency Address
Agency City, State, Zip

TERMINAL NAME: E1234501

ORDER #: 123456789

PAYMENT

CITATION \$10.00
12345

AGENCY SUBTOTAL: \$10.00
LEXISNEXIS SERVICE FEE: \$2.50

TOTAL USD: \$12.50

CARD #: 1234 MASTERCARD
PAYMENT: CREDIT CHIP READ-CONTACT
MID: *2345
TID: *****234
AUTH CODE: DECLINED
AMOUNT: \$12.50

DECLINED BY CARD/ISSUER

AMOUNT PAID:
\$0.00

AGENCY COPY

Customer Declined

1/5/2019	07:31 AM CDT
Agency Name	
Agency Address	
Agency City, State, Zip	
TERMINAL NAME: E1234501	
ORDER #: 123456789	
PAYMENT	
CITATION 12345	\$10.00
AGENCY SUBTOTAL: \$10.00	
LEXISNEXIS SERVICE FEE: \$2.50	
TOTAL USD: \$12.50	

CARD #: 1234	MASTERCARD
PAYMENT: CREDIT	CHIP READ-CONTACT
MID:	*2345
TID:	*****234
AUTH CODE:	DECLINED
AMOUNT:	\$12.50
DECLINED BY CARD/ISSUER	

AMOUNT PAID:	
\$0.00	

CUSTOMER COPY	

Agency Void

1/5/2019

07:31 AM CDT

Agency Name
 Agency Address
 Agency City, State, Zip

TERMINAL NAME: E1234501

ORDER #: 123456789**VOID**

CITATION \$10.00
 12345

AGENCY SUBTOTAL: \$10.00
 LEXISNEXIS SERVICE FEE: \$2.50

TOTAL USD: \$12.50

 CARD #: 9876 VISA
 PAYMENT: CREDIT CHIP READ-CONTACT
 MID: ***1234
 TID: *****123
 AUTH CODE: 123456
 AMOUNT: -\$12.50

*****CARD REFUNDED*****

AMOUNT REFUNDED:

\$12.50

 AGENCY COPY

Customer Void

1/5/2019

07:31 AM CDT

Agency Name
Agency Address
Agency City, State, Zip

TERMINAL NAME: E1234501

ORDER #: 123456789

VOID

CITATION
12345



\$10.00

AGENCY SUBTOTAL: \$10.00
LEXISNEXIS SERVICE FEE: \$2.50

TOTAL USD: \$12.50

CARD #: 9876 VISA
PAYMENT: CREDIT CHIP READ-CONTACT
MID: ***1234
TID: *****123
AUTH CODE: 123456
AMOUNT: -\$12.50

*****CARD REFUNDED*****

AMOUNT REFUNDED:

\$12.50

CUSTOMER COPY

Agency Duplicate

1/5/2019

07:31 AM CDT

Agency Name
 Agency Address
 Agency City, State, Zip

*****DUPLICATE*****

TERMINAL NAME: E1234501

ORDER #: 123456789

PAYMENT

CITATION \$10.00
 12345

AGENCY SUBTOTAL: \$10.00
 LEXISNEXIS SERVICE FEE: \$2.50

TOTAL USD: \$12.50

 CARD #: 9876 VISA
 PAYMENT: CREDIT CHIP READ-CONTACT
 MODE: ISSUER
 MID: *2345
 TID: *****234
 AUTH CODE: 123456
 APP LABEL: US DEBIT
 CVM: NO SIG REQUIRED
 AID: A0000000012345
 CID: NOT AVAILABLE
 ARQC: NOT AVAILABLE
 AMOUNT: \$12.50

CARD APPROVED

AMOUNT PAID:
\$12.50

AGENCY COPY

Customer Duplicate

1/5/2019

07:31 AM CDT

Agency Name
 Agency Address
 Agency City, State, Zip

*****DUPLICATE*****

TERMINAL NAME: E1234501

ORDER #: 123456789

PAYMENT

CITATION \$10.00
 12345

AGENCY SUBTOTAL: \$10.00
 LEXISNEXIS SERVICE FEE: \$2.50

TOTAL USD: \$12.50

 CARD #: 9876 VISA
 PAYMENT: CREDIT CHIP READ-CONTACT
 MODE: ISSUER
 MID: *2345
 TID: *****234
 AUTH CODE: 123456
 APP LABEL: US DEBIT
 CVM: NO SIG REQUIRED
 AID: A0000000012345
 CID: NOT AVAILABLE
 ARQC: NOT AVAILABLE
 AMOUNT: \$12.50

CARD APPROVED

AMOUNT PAID:
\$12.50

CUSTOMER COPY

7 How to Void a POS Transaction - Engage

How to Void a POS Transaction - EMV Credit

POS transactions may be voided using the POS terminal and selecting the Void option.



Step 1

User selects the VOID option from the main screen using the four-way navigation button to scroll right to highlight Void, then press Enter.

**Step 2**

The **Enter Operator ID** screen displays. Enter Operator ID and press green enter button to continue.

Note - if the Operator ID was entered incorrectly or does not have the authority for the transaction, an error message will be displayed.

**Step 3**

Enter Order # screen displays, enter the number of the order to be voided and press green Enter button to continue.



Note: If the void is unable to be processed, the terminal will display: 'Unable to Process Void' along with the reason.

Step 4

Void? Confirmation screen displays with order number and amount. Press green enter for Yes or red can cancel for No.



Step 5

Debit Transactions ONLY: Terminal will display **Please Swipe Card Ending in xxxx.**



Pin pad will prompt customer to swipe card and enter PIN.

Step 6

Merchant copy of the receipt automatically prints. Print Customer Copy screen displays, select Yes (green enter) or No (red cancel).



8 Logging on to the POS Terminal EMV

Logging On to the Engage Terminal

Each person that accepts payments at the counter has an individual Operator ID to login to the Point of Sale (POS) terminal.

Users log onto the POS terminal during each transaction.



9 How to Log on to the Engage Terminal

How to Log On to the POS Terminal - EMV

Each person that accepts payments at the counter has an individual Operator ID to login to the Point of Sale (POS) terminal.

Users log onto the POS terminal before each transaction.



Step 1 Terminal displays the Options menu



Step 2 After selecting transaction option, Enter Operator ID screen displays. Using the keypad, the user inputs POS **Operator ID** and then presses the green enter button to logon to the terminal.



Step 3 User is now logged onto the terminal and **Select Product** screen displays.



10 How to Log Off the Engage Terminal

How to Log Off the POS Terminal - EMV

Users are automatically logged off the POS terminal at the end of each transaction or by pressing the red Cancel button. The terminal will return to the home screen.

11 Error Messages - Engage

Possible Errors messages include:

Amount Limits The terminal will check that the transaction amount is within the maximum/minimum range.

A message will display if the Agency maximum amount is exceeded:Amount Exceeds Max Re-enter amount. Enter new amount and press green enter key to proceed.

A message will display if the product maximum amount is exceeded:Exceeds max Prod Amt Please Re-enter. Enter a new amount and press the green enter key to proceed.

A message will display if the order maximum amount is exceeded:Exceeds Max Order Amt Please Re-enter. Enter a new amount and press the green enter key to proceed.

A message will display if the agency minimum is not met: Order must be at least \$1.00. Enter the new amount and press the green enter key to proceed.

Card Not Supported If a card brand is swiped/inserted that is not accepted for that agency, the terminal will display 'CARD BRAND NOT ACCEPTED' message.

If the card is not found in the BIN table, the terminal will display 'INV CARD #. ACCOUNT NUMBER NOT FO. TRY ANOTHER CARD?'

If the card is a debit only card and debit is not accepted, the terminal will display 'DEBIT NOT ACCEPTED'.

If the card is a credit only card and credit is not accepted, the terminal will display 'CREDIT NOT ACCEPTED'.

Card Read Error After 3 failed consecutive card swipes, manual entry is allowed.

The pin pad will display "Card Read Error" after each failed swipe. After three failed consecutive card swipes, the pin pad and terminal will display 3

options press 1 for New Card, press 2 for Manual Entry or press 3 for Cancel.

If 1 for New Card is selected, the Customer will be prompted to swipe another card and the transaction will continue.

If 2 for Manual Entry is selected, the Customer will be prompted to enter the card number, expiration date and zip code.

If 3 for Cancel is selected, the application will cancel the transaction and the terminal and pin pad will return to the home screen.

12 Admin Menu- Engage

Admin Menu The Admin Menu is accessed from the main menu by using the four-way navigation button to highlight the desired function and then pressing the green enter key.

The Admin menu should be used for troubleshooting only.

The only options for agency use are Terminal Parameters, Refresh and Restart. The other options are for LN internal use and cannot be edited.

Restart – This option will restart the terminal. The terminal will display Restart Terminal? Press green Enter for Yes and red Cancel for No.

Terminal Parameters – This option will list the parameters for the terminal.

Refresh – This option will refresh the startup data.

13 Help Menu - Engage

Help Menu The Help Menu contains information helpful in troubleshooting. The options available in the Help menu are About, Test Comm and Tech Help Desk. User will select an operation by using the four-way navigation button to highlight the desired function. Once the operation is highlighted, press the green Enter key.

About displays the Agency Name, VitalChek App name and Version.

Test Comm allows the user to run a connection test.

Tech Help Desk displays the phone numbers for Customer Service, Technical Help Desk and will show the Terminal name (ITID).

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