When first powering on the terminal:
- Press F3 for “Softpay”

Credit Card Transactions where you have the card:
- Press F2 for “Sale”
- Enter the amount
- Press “Enter”
- Press “yes” to confirm the amount (new programming requires confirming)
- Swipe the card OR Insert EMV chip card
- Select Yes to print customer receipt – No to skip

EMV Credit Card Transactions where you have the card:
- Press F2 for “Sale”.
- Enter the amount - Enter
- Press “yes” to confirm the amount (new programming requires confirming)
- Insert card into the slot on the terminal with the chip facing the terminal
- Terminal will process and say please remove card
- Once card is removed, terminal will say “return terminal to clerk”
- Press enter
- Select Yes to print customer receipt – No to skip
- A chip debit card may NOT ask credit/debit, it is now card specific if a pin is required to be entered. If it does not, card issuer does not want pin entered and it will not prompt

**IF NOT WORKING, TRY INSERTING EMV CHIP CARD BEFORE PRESSING SALE AND ENTERING AMOUNT.**

**IF YOU GET THE MESSAGE: ”CAPK code not found” – press Enter (transaction should go through). And then call Best Card to perform an update to the terminal.**

For Transactions where you do **not** have the card:
- Press F2 for “Sale”.
- Enter the amount
- Select Yes to confirm amount- No to exit & restart
- Enter the card # and expiration date.
- “Card Present” enter No
- “Phone order” enter Yes for both phone and mail payments.
- Enter CVV2 (3 digit # on back of card) –press PRESENT if not available press skip
- “Order #” – Press enter to bypass – or put in patient number
- Enter only the patient’s house # from their address (up to 5-digits) or P.O. Box # (billing address for the credit card) when it asks for address.
- Enter the Zip code (billing address for the credit card)

To Void a transaction (only used when it is the same day as the transaction):
- Press the F4 button that says “Void”
- Choose “Last Transaction” or “Any Transaction” (Enter Invoice # from earlier receipt)
- Press “Yes”

To Refund a transaction (used when it is not the same day as the transaction):
- Press the F3 button that says “Refund”
- Swipe credit card or hand key credit card # and expiration #
- Enter amount to be credited
- Press Enter; receipts will print

To Print Daily Detail Report
- Press the far RIGHT purple key at the top
- Choose “Detail.”
- Detail Report will print

To Settle Batch
- Press far LEFT purple key at the top
- Press F2 button for “Settlement.”
- Verify totals
- Press Enter to close batch

To Reprint a Receipt
- Press the purple key just to RIGHT of the alpha key at the top
- Choose “last receipt” or “any receipt”

To do a “Ticket Only” transaction
- Press far LEFT purple key 1x
- Enter Amount
- Enter “Yes” for Ticket Only
- Enter Card # and expiration date
- “Order #” – Press enter to bypass – or put in patient number
- Enter Approval Code

When the machine says you must “Call Center”:
- Call the number on the back of the card (if present) or
- Call Best Card at 303-482-2773 or Toll-free 877-739-3952 for help obtaining authorization and entering a “Ticket Only” or “Forced Sale” transaction

If you get a “Card Declined” notification:
- Hand card back to person and ask for another form of payment.

If you have other miscellaneous problems or questions:
- Call Best Card 303.482.2773 or Toll-Free 1.877.739.3952 (highlighted on side of machine – always call us first!)
- Or call Merchant Support at 1-800.228.0210 (this # is on the side of machine)