fiserv.

A920 Terminal
Quick Reference Guide

Rear Camera

Contactless Card Tap

Magnetic Stripe

Front Camera

Power On/Off Button

Touch Screen

EMV® Chip Read Card Insert

Payments powered by fiserv.

![fiserv.]
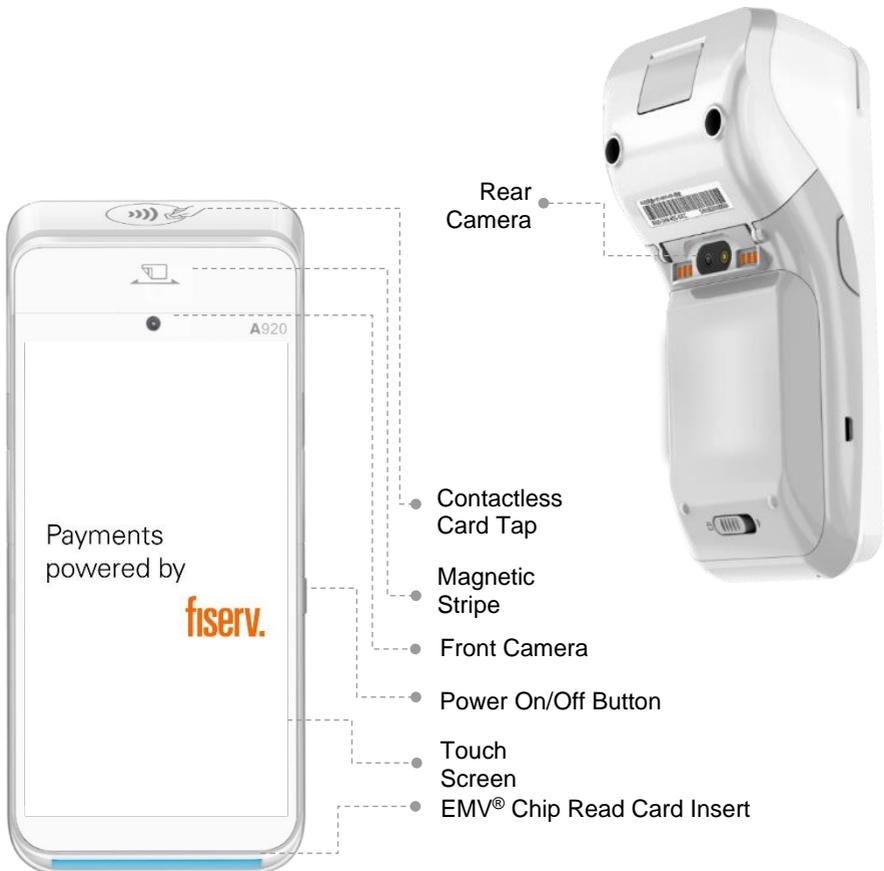
Sale (Retail Merchant)

1. Input amount and press **OK**.	4. Terminal will print out receipt.
2. Insert/swipe/wave/input card number.	5. Press **PRINT** or **CANCEL** to complete the transaction.
3. Once the transaction is completed, ask the customer to sign on the screen, then press **ENTER**.	

Sale (Foreign Cards – Dynamic Currency Conversion DCC)
DCC function is only available to merchants who have activated the service

1. Input amount and press **OK**.	4. Terminal will print out receipt.
2. Insert/swipe/wave/input card number.	5. Press **PRINT** or **CANCEL** to complete the transaction.
3. If a foreign card is use, the customer can choose the currency for the transaction on screen by pressing the corresponding country flag, then press **OK**.	

Screen flows of the DCC transaction:
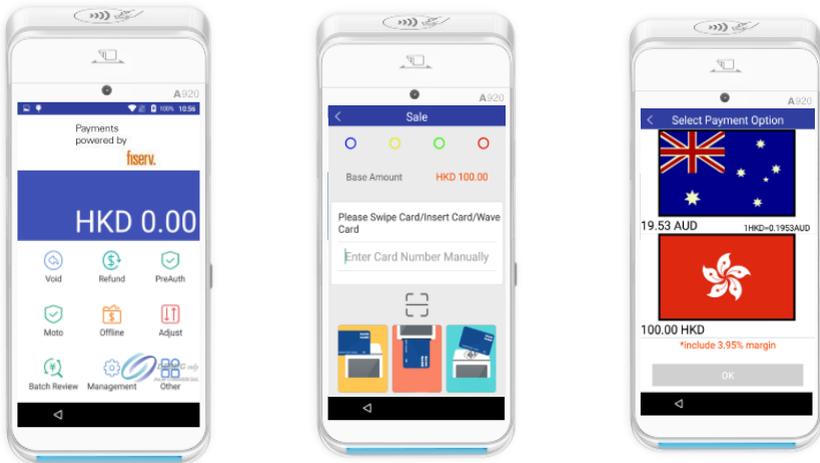
Sale (Tip entry)

1. Input amount and press **OK**.	4. Once the transaction is completed, ask the customer to sign on the screen, then press **ENTER**.
2. Input tip and press **OK**.	5. Terminal will print out receipt.
3. Insert/swipe/wave/input card number.	6. Press **PRINT** or **CANCEL** to complete the transaction.

Tip Adjustment

1. Press ⊞ in main menu.	4. Enter new total and press **OK** to confirm amount.
2. Press **ADJUST** and input password.	5. Press **PRINT** or **CANCEL** to complete the transaction.
3. Enter original invoice number and press **ENTER**.	

Void

1. Press ⊞ in main menu.	5. Insert/swipe/wave or input card number (for CUP only).
2. Press **VOID** and input password.	6. Once the transaction is completed, ask the customer to sign on the screen, then press **ENTER**.
3. Enter original invoice number.	7. Press **PRINT** or **CANCEL** to complete the transaction.
4. Press **OK**.	

IPP Sale (SCB Only)   Minimum purchase amount – SGD 500.00

1. Press ⊞ in main menu.	5. Insert / swipe / wave card number
2. Press **Others**.	6. Select the IPP tenure for the transaction (06 mths, 12 mths etc.)
3. Select **Instalment**.	7. Once the transaction is completed, ask the customer to sign on the screen, then press **ENTER**.
4. Enter Base amount and press **ENTER**.	8. Press **PRINT** or **CANCEL** to complete the transaction.

Refund

1. Press ⊞ in main menu.

2. Press **REFUND** and enter refund amount, then press **OK**.

3. Enter refund password.

4. Insert/swipe/wave/input card number.

5. Input RRN (for CUP only).

6. Input auth code (for CUP only).

7. Enter PIN (for CUP only).

8. Once the transaction is completed, ask the customer to sign on the screen, then press **ENTER**.

9. Press **PRINT** or **CANCEL** to complete the transaction.

Offline Sale

1. Press ⊞ in main menu.

2. Press **OFFLINE SALE**.

3. Insert/swipe/wave/input card number.

4. Enter base amount.

5. Enter PIN.

6. Once the transaction is completed, ask the customer to sign on the screen, then press **ENTER**.

7. Press **PRINT** or **CANCEL** to complete the transaction.

Settlement

1. Press ⊞ in main menu.

2. Choose **MANAGEMENT** → **SETTLEMENT** and input settlement password.

3. Select **ALL** or payment type(s).

4. Press **SETTLE**.

5. Print settlement report.

6. Option to print settled details.

7. Option to print failed details.

8. TMK download (for CUP only).

Pre-Auth

1.	Press ⊞ in main menu.	4.	Insert/swipe/wave/Input card number.
2.	Choose **PRE-AUTH → PRE-AUTH**.	5.	Once the transaction is completed, ask the customer to sign on the screen, then press **ENTER**.
3.	Enter base amount.	6.	Press **PRINT** or **CANCEL** to complete the transaction.

Pre-Auth Cancel

1.	Press ⊞ in main menu.	4.	Insert/swipe/wave/input card number.
2.	Choose **PRE-AUTH → PRE-AUTH CANCEL**.	5.	Once the transaction is completed, ask the customer to sign on the screen, then press **ENTER**.
3.	Enter approval code.	6.	Press **PRINT** or **CANCEL** to complete the transaction.

Pre-Auth Comp

1.	Press ⊞ in main menu.	5.	Enter base amount.
2.	Choose **PRE-AUTH → PRE-AUTH COMP**.	6.	Insert/swipe/wave/input card number.
3.	Enter approval code and invoice number.	7.	Once the transaction is completed, ask the customer to sign on the screen, then press **ENTER**.
4.	Choose completion scheme.	8.	Press **PRINT** or **CANCEL** to complete the transaction.

Comp Cancel

1. Press ⊞ in main menu.	4. Once the record is displayed, press **OK**.
2. Choose **PRE-AUTH → COMP CANCEL.**	5. Once the transaction is completed, ask the customer to sign on the screen, then press **ENTER**.
3. Enter invoice number and press **OK**.	6. Press **PRINT** or **CANCEL** to complete the transaction.

Void Refund

1. Press ⊞ in main menu.	5. Press **OK**.
2. Choose **OTHER → VOID REFUND**.	6. Once the transaction is completed, ask the customer to sign on the screen, then press **ENTER**.
3. Input password.	7. Press **PRINT** or **CANCEL** to complete the transaction.
4. Enter original transaction number.	

Batch Review

1. Press ⊞ in main menu.	3. According to the transaction you choose, you can then void, adjust, and reprint.
2. According to the payment type(s) you choose, you can view transaction details and total.	