CardChamp

Hello! Please call us for help with setup/training.
Support # - 888-592-7075

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Employee User Guide
How to use Credit Card Terminal (Dejavoo Z11)

First make sure you are connected to the internet.
Click on the very top left bar of the screen,
Connect either through Ethernet or WiFi
or
Use a Phone Line for a Dial-Up Connection (Not Recommended)

NOTE:
Run all cards (both Debit and Credit) as a 'Credit Sale'.

-Credit Sale
Select 'Credit' / 'Sale' / Enter Amount / 'Ok' / Insert or Swipe Card.

-Void out a Sale
Select the '⭐' Button on the Home Screen to open the Manager Functions,
Select 'Void Transaction'
Manager Password is 1234
You can view by… (All, Transaction #, Invoice #, etc…)
Select the transaction you want to Void.

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NOTE:
If a transaction happened the Same Day,
always use the 'Void Transaction' Function in the '⭐' Menu, and find the Transaction

If a transaction happened the Previous Day or Prior, it is not on the current open batch,
you have to select 'Credit' from the Home Screen / 'Return' / Enter Amount

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-Tips:
To enter/adjust a Tip,
Click on the '⭐' and select 'Transaction #'
Then enter the Transaction # from the Receipt you would like to add a tip to.

-To Batch Out at the end of the day:
Click on the '⭐' and select 'Settle Daily Batch'