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Castles S1000F

Quick Reference Guide

Restaurant (PC0HE10, PC0HS10)
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Running credit card sales

How do I run a chip sale?

> **Important:** Don't remove the card if you see the **READING CARD** message on screen.

1. From the home screen, tap **SALE**.
2. If prompted, enter the server number, and then tap [✔].
3. Enter the sale amount, and then tap [✔].
4. If prompted, enter a tip amount or leave the field blank, and then tap [✔].
5. The customer inserts their card into the card slot.
6. If prompted to select the payment type, tap **CREDIT**.
7. If prompted, the customer enters their PIN or leaves the field blank, and then taps [✔].
8. When prompted, remove the card from the device.
9. If the customer's card is eligible for a surcharge, your device displays the surcharge amount and the total amount of the sale.
   - If the customer wants to continue the sale, tap [✔].
   - If the customer wants to cancel the sale, tap **[X]**.
10. If the transaction is successful, your device displays an approval message and prints a merchant receipt and a customer receipt.

How do I run a swipe sale?

1. From the home screen, tap **SALE**.
2. If prompted, enter the server number, and then tap [✔].
3. Enter the sale amount, and then tap [✔].
4. If prompted, enter a tip amount or leave the field blank, and then tap [✔].
5. The customer swipes their card.
6. If prompted to select the payment type, tap **CREDIT**.
7. If the customer's card is eligible for a surcharge, your device displays the surcharge amount and the total amount of the sale.
   - If the customer wants to continue the sale, tap [✔].
   - If the customer wants to cancel the sale, tap **[X]**.
8. If the transaction is successful, your device displays an approval message and prints a merchant receipt and a customer receipt.

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How do I run a contactless sale?

1. From the home screen, tap **SALE**.
2. If prompted, enter the server number, and then tap [✔].
3. Enter the sale amount, and then tap [✔].
4. If prompted, enter a tip amount or leave the field blank, and then tap [✔].
5. The customer holds their card against the top of the device.
6. If prompted, the customer enters their PIN or leaves the field blank, and then taps [✔].
7. If the customer's card is eligible for a surcharge, your device displays the surcharge amount and the total amount of the sale.
   - If the customer wants to continue the sale, tap [✔].
   - If the customer wants to cancel the sale, tap **[X]**.
8. If the transaction is successful, your device displays an approval message and prints a merchant receipt and a customer receipt.

How do I run a manual card-present sale?

1. From the home screen, tap **SALE**.
2. If prompted, enter the server number, and then tap [✔].
3. Enter the sale amount, and then tap [✔].
4. If prompted, enter a tip amount or leave the field blank, and then tap [✔].
5. Tap **[#]**.
6. The customer enters their card number, and then taps [✔].
7. If prompted to select the payment type, tap **CREDIT**.
8. The customer enters the expiration date on their card in MM/YY format.
9. **CARD PRESENT** displays. Tap **YES**.
10. If prompted, the customer enters their street address or leaves the field blank, and then taps [✔].
11. If prompted, the customer enters their ZIP code or leaves the field blank, and then taps [✔].
12. If the customer's card is eligible for a surcharge, your device displays the surcharge amount and the total amount of the sale.
    - If the customer wants to continue the sale, tap [✔].
    - If the customer wants to cancel the sale, tap **[X]**.
13. If the transaction is successful, your device displays an approval message and prints a merchant receipt and a customer receipt.

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How do I run a manual card-not-present sale?

1. From the home screen, tap **SALE**.
2. If prompted, enter the server number, and then tap [✔].
3. Enter the sale amount, and then tap [✔].
4. If prompted, enter a tip amount or leave the field blank, and then tap [✔].
5. Tap **[#]**.
6. Enter the customer's card number, and then tap [✔].
7. If prompted to select the payment type, tap **CREDIT**.
8. Enter the expiration date on the customer's card in MM/YY format.
9. **CARD PRESENT** displays. Tap **NO**.
10. If prompted, enter the customer's street address or leave the field blank, and then tap [✔].
11. If prompted, enter the customer's ZIP code or leave the field blank, and then tap [✔].
12. If prompted, enter the customer's CVV number or leave the field blank, and then tap [✔].
    - If the CVV field is left blank, select a reason why.
13. If the customer's card is eligible for a surcharge, your device displays the surcharge amount and the total amount of the sale.
    - If the customer wants to continue the sale, tap [✔].
    - If the customer wants to cancel the sale, tap **[X]**.
14. If the transaction is successful, your device displays an approval message and prints a merchant receipt and a customer receipt.

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Running other types of sale

How do I run a chip sale with a debit card?

Note: This feature is available only on devices running the "Restaurant with PIN (PCOHE10)" application.

1. From the home screen, tap **SALE**.
2. If prompted, enter the server number, and then tap [✔].
3. Enter the sale amount, and then tap [✔].
4. If prompted, enter a tip amount or leave the field blank, and then tap [✔].
5. The customer inserts their card into the card slot.
6. If prompted to select the payment type, tap **DEBIT** or **US DEBIT**.
7. If prompted, enter a cashback amount or leave the field blank, and then tap [✔].
8. When prompted, the customer enters their PIN, and then taps [✔].
9. When prompted, remove the card from the card slot.
10. If the transaction is successful, your device displays an approval message and prints a merchant receipt and a customer receipt.

How do I run a swipe sale with a debit card?

Note: This feature is available only on devices running the "Restaurant with PIN (PCOHE10)" application.

1. From the home screen, tap **SALE**.
2. If prompted, enter the server number, and then tap [✔].
3. Enter the sale amount, and then tap [✔].
4. If prompted, enter a tip amount or leave the field blank, and then tap [✔].
5. The customer swipes their card.
6. If prompted to select the payment type, tap **DEBIT** or **US DEBIT**.
7. If prompted, enter a cashback amount or leave the field blank, and then tap [✔].
8. When prompted, the customer enters their PIN, and then taps [✔].
9. If the transaction is successful, your device displays an approval message and prints a merchant receipt and a customer receipt.

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How do I run a Mail Order or Telephone Order (MOTO) sale?

1. From the home screen, tap **MAIL ORDER**.
2. If prompted, enter the server number, and then tap [✔].
3. Enter the sale amount, and then tap [✔].
4. Enter the customer's card number, and then tap [✔].
5. If prompted to select the payment type, tap **CREDIT**.
6. Enter the expiration date on the customer's card in MM/YY format, and then tap [✔].
7. If prompted, enter the customer's street address or leave the field blank, and then tap [✔].
8. If prompted, enter the customer's ZIP code or leave the field blank, and then tap [✔].
9. If prompted, enter the customer's CVV number or leave the field blank, and then tap [✔].
   - If the CVV field is left blank, select a reason why.
10. If the customer's card is eligible for a surcharge, your device displays the surcharge amount and the total amount of the sale.
    - If the customer wants to continue the sale, tap [✔].
    - If the customer wants to cancel the sale, tap **[X]**.
11. If the transaction is successful, your device displays an approval message and prints a merchant receipt and a customer receipt.

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Running Electronic Benefits Transfer (EBT) card functions

Note: EBT card functions are available only on devices running the "Restaurant with PIN (PCOHE10)" application.

How do I run a food stamp sale with an EBT card?

Note: You can't add a tip amount to a food stamp sale.

1. From the home screen, tap **SALE**.
2. If prompted, enter the server number, and then tap [✔].
3. Enter the sale amount, and then tap [✔].
4. The customer swipes their EBT card or taps **[#]** to manually enter their EBT card number, and then taps [✔].
5. If prompted to select the payment type, tap **EBT**.
6. Tap **FOOD STAMP SALE**.
7. The customer enters their PIN, and then taps [✔].
8. If the transaction is successful, your device displays an approval message and prints a merchant receipt and a customer receipt.

How do I run a cash benefit sale with an EBT card?

1. From the home screen, tap **SALE**.
2. If prompted, enter the server number, and then tap [✔].
3. Enter the sale amount, and then tap [✔].
4. If prompted, enter a tip amount or leave the field blank, and then tap [✔].
5. The customer swipes their EBT card or taps **[#]** to manually enter their EBT card number, and then taps [✔].
6. If prompted to select the payment type, tap **EBT**.
7. Tap **CASH BENEFIT SALE**.
8. If prompted, enter a cashback amount or leave the field blank, and then tap [✔].
9. The customer enters their PIN, and then taps [✔].
10. If the transaction is successful, your device displays an approval message and prints a merchant receipt and a customer receipt.

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How do I refund an EBT card sale?

Note: You can only refund food stamp payments.

1. From the home screen, tap **REFUND**.
2. If prompted, enter the server number, and then tap [✔].
3. Enter the refund amount, and then tap [✔].
4. The customer swipes their EBT card or taps **[#]** to manually enter their EBT card number, and then taps [✔].
5. If prompted to select the payment type, tap **EBT**.
6. The customer enters their PIN, and then taps [✔].
7. If the refund is successful, your device displays an approval message and prints a merchant receipt and a customer receipt.

How do I check the balance of an EBT card?

1. From the home screen, swipe from right to left to view the second page.
2. Tap **BALANCE INQUIRY**.
3. If prompted, enter the server number, and then tap [✔].
4. The customer swipes their EBT card or taps **[#]** to manually enter their EBT card number, and then taps [✔].
5. If prompted to select the payment type, tap **EBT**.
6. Select **FOOD STAMP SALE** or **CASH BENEFIT SALE**.
7. The customer enters their PIN, and then taps [✔].
8. Your device displays the remaining balance of the customer's EBT card and prints a customer receipt.

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Refunding or voiding sales

How do I refund a credit card sale?

Note: If prompted to select the payment type, tap **CREDIT**.

1. From the home screen, tap **REFUND**.
2. If prompted, enter the server number, and then tap [✔].
3. Enter the refund amount, and then tap [✔].
4. The customer selects a refund method:
   - Chip
     - The customer inserts their card into the card slot.
     - If prompted, the customer enters their PIN or leaves the field blank, and then taps [✔].
     - When prompted, the customer removes their card from the card slot.
   - Swipe
     - The customer swipes their card.
   - Contactless
     - The customer holds their card against the top of the device.
     - If prompted, the customer enters their PIN or leaves the field blank, and then taps [✔].
   - Manual entry
     - Tap **[#]**.
     - The customer enters their card number, and then taps [✔].
     - The customer enters the expiration date of their card in MM/YY format, and then taps [✔].
     - If prompted, the customer enters their street address or leaves the field blank, and then taps [✔].
     - If prompted, the customer enters their ZIP code or leaves the field blank, and then taps [✔].
     - If prompted, the customer enters their CVV number or leaves the field blank, and then taps [✔]. If the CVV field is left blank, your device prompts you to select a reason why.
5. If the refund is successful, your device displays an approval message and prints a merchant receipt and a customer receipt.

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How do I void a sale?

1. From the home screen, tap **VOID**.
2. If prompted, enter the server number, and then tap [✔].
3. Select a method to search for the transaction.
   - Transaction number:
     - Tap **BY TRANSACTION #**.
     - Enter the transaction number, and then tap [✔].
     - Tap [✔] to void the transaction, or tap the back arrow in the upper-left corner to return to the home screen.
   - Last four digits of the customer's card:
     - Tap **BY LAST 4 DIGITS**.
     - Enter the last four digits of the card, and then tap [✔]. If multiple transactions are found, move through the list of transactions until you see the transaction that you want to void.
     - Tap [✔] to void the transaction, or tap the back arrow in the upper-left corner to return to the home screen.
4. If the void is successful, your device displays an approval message and prints a merchant receipt and a customer receipt.

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Managing tabs

How do I open a tab?

1. From the home screen, swipe from right to left to view the second page.
2. Tap **OPEN TAB**.
3. If prompted, enter the server number, and then tap [✔].
4. Enter the initial tab amount, and then tap [✔].
5. The customer selects a payment method:
   - Chip
     - The customer inserts their card into the card slot.
     - If prompted, the customer enters their PIN or leaves the field blank, and then taps [✔].
     - When prompted, the customer removes their card from the card slot.
   - Swipe
     - The customer swipes their card.
   - Contactless
     - The customer holds their card against the top of the device.
     - If prompted, the customer enters their PIN or leaves the field blank, and then taps [✔].
   - Manual entry
     - Tap [#].
     - The customer enters their card number, and then taps [✔].
     - The customer enters the expiration date of their card in MM/YY format, and then taps [✔].
     - If prompted, the customer enters their street address or leaves the field blank, and then taps [✔].
     - If prompted, the customer enters their ZIP code or leaves the field blank, and then taps [✔].
     - If prompted, the customer enters their CVV number or leaves the field blank, and then taps [✔]. If the CVV field is left blank, select a reason why.
6. If the transaction is successful, your device displays an approval message and prints a merchant receipt and a customer receipt.

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How do I close a tab?

> **Note:** *You can find the reference number of the tab on the receipt of the initial tab transaction. For more information about how to reprint this receipt, go to How do I reprint a receipt from the current batch?*

1. From the home screen, swipe from right to left to view the second page.
2. Tap **CLOSE TAB**.
3. Enter the reference number of the tab, and then tap [✔].
4. Enter the total tab amount, and then tap [✔].
5. If prompted, enter a tip amount or leave the field blank, and then tap [✔].
6. If the transaction is successful, your device displays an approval message and prints a merchant and a customer receipt.

How do I void an open tab?

> **Note:** *You can find the reference number of the tab on the receipt of the initial tab transaction. For more information about how to reprint this receipt, go to How do I reprint a receipt from the current batch?*

1. From the home screen, swipe from right to left to view the second page.
2. Tap **DELETE OPEN TAB**.
3. Enter the reference number of the tab, and then tap [✔].
4. Tap [✔] to void the open tab, or tap the back arrow in the upper-left corner to return to the home screen.
5. If the void is successful, your device displays an approval message and prints a merchant receipt and a customer receipt.

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Running other functions

How do I verify a customer's card?

1. Tap **CARD VERIFICATION**.
2. If prompted, enter the server number, and then tap [✔].
3. Select a verification method:
    - Chip
        - The customer inserts their card into the card slot.
        - If prompted, the customer enters their PIN or leaves the field blank, and then taps [✔].
        - When prompted, the customer removes their card from the card slot.
    - Swipe
        - The customer swipes their card.
    - Contactless
        - The customer holds their card against the top of the device.
        - If prompted, the customer enters their PIN or leaves the field blank, and then taps [✔].
    - Manual entry
        - Tap [#].
        - The customer enters their card number, and then taps [✔].
        - The customer enters the expiration date of their card in MM/YY format, and then taps [✔].
        - If prompted, the customer enters their street address or leaves the field blank, and then taps [✔].
        - If prompted, the customer enters their ZIP code or leaves the field blank, and then taps [✔].
        - If prompted, the customer enters their CVV number or leaves the field blank, and then taps [✔]. If the CVV field is left blank, select a reason why.
4. If the card can be verified, your device displays an approval message and prints a merchant receipt and customer receipt.

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How do I change the tip amount after a transaction?

1. From the home screen, tap **TIP ADJUST**.
2. Search for the transaction whose tip amount you want to change.
   - To search the list of transactions:
     - Tap **ALL**.
     - Move through the list of transactions until you find the transaction that you want to edit.
     - Tap [✔] to edit the transaction.
     - Enter a new tip amount, and then tap [✔].
   - To search by transaction number:
     - Tap **BY TRANSACTION #**.
     - Enter the transaction number, and then tap [✔].
     - Tap [✔] to edit the transaction.
     - Enter a new tip amount, and then tap [✔].
   - To search by server number:
     - Tap **BY SERVER**.
     - Enter the server number, and then tap [✔].
     - Move through the list of transactions until you find the transaction that you want to edit.
     - Tap [✔] to edit the transaction.
     - Enter a new tip amount, and then tap [✔].
3. To print a merchant and customer copy of the receipt, tap **YES**.

Printing receipts and reports

How do I reprint the last receipt?

1. From the home screen, tap the menu icon (≡).
2. Tap **REPRINT**.
3. Select the type of receipt that you want to print.
   - To reprint a merchant receipt, tap **MERCHANT**.
   - To reprint a customer receipt, tap **CUSTOMER**.
4. To return to the home screen, tap the back arrow in the upper-left corner twice.

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How do I reprint a receipt from the current batch?

1. From the home screen, swipe from right to left to view the second page.
2. Tap **TRANSACTION LIST**.
3. Search for the transaction whose receipt you want to reprint.
    - To search by transaction number, enter the transaction number in the search box.
    - To search all transactions, use the left and right arrows to move through the transaction list.
4. Tap the transaction to view the transaction details.
5. Select which type of receipt to reprint.
    - To reprint a merchant receipt, tap **MERCHANT**.
    - To reprint a customer receipt, tap **CUSTOMER**.
6. To return to the home screen, tap the back arrow in the upper-left corner twice.

How do I print a report from a batch?

1. From the home screen, tap the menu icon (≡).
2. Tap **REPORTS**.
3. Select which report you want to print.
    - If you want to print a report from the current batch, tap **CURRENT**, and then choose from one of the following options:
        - To print a summary report, tap **SUMMARY**.
        - To print a detailed report, tap **DETAIL**.
        - To print a summary report and a detailed report, tap **BOTH**.
        - To print a report of an open tab, tap **OPEN TAB**.
        - To print a Store and Forward report, tap **SAF**.
    - If you want to print a report from a previous batch, tap **PREVIOUS**, and then select the batch that you want to print a report from. Next, choose from one of the following options:
        - To print a summary report, tap **SUMMARY**.
        - To print a detailed report, tap **DETAIL**.
        - To print a summary report and a detailed report, tap **BOTH**.
4. Your device prints the selected report.

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How do I settle the current batch and print an end-of-day report?

Note: If the batch doesn't settle successfully, your device prints an error message.

1. From the home screen, swipe from right to left to view the second page.
2. Tap **END OF DAY PROCESSING**.
3. Your device settles the batch and prints an end-of-day report.

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FAQs

Why did a transaction fail?

If a transaction fails, your device may display one of the following error messages:

"Hold/Call" or "Pick Up Card"

The issuing bank has put the cardholder's card on hold. To check if the card is valid, call the voice authorization center of your acquiring bank and ask for a code 10 authorization.

"Declined"

The issuing bank declined the transaction. To complete the transaction, ask the cardholder to use a different card.

"Translate Error"

Your device is unable to provide specific details about the transaction error. For further assistance, go to How do I contact support?

Contacting us

How do I contact customer support?

To contact customer support, call 1-888-963-3600.