

16 June 2004

1. Effective immediately, Verifone support for all activities (AAFES & MWR) will be handled by the HQ AAFES IT Help Desk. Procedures to obtain support for your Verifone devices are outlined below:

2. The HQ AAFES IT Help Desk is staffed 24/7. The phone number is 1-800-289-3800. If you are not able to dial an "800" number, the regular number is: 214-312-3800, DSN - 967 -3800. You will be connected to a voice message system and you will need to press options 1;1. A technician will answer your call and ask if this is a new call or an existing problem. If this is a call on an existing problem, be prepared to give the technician the previously assigned ticket number. If this is a new issue, the technician will gather additional information and provide you with a ticket number. It is wise to keep a log of all calls to the Help Desk with all ticket numbers and a short description of why they were issued for future reference. If you are calling from a MWR facility that uses an AAFES provided Verifone device for Credit Card and Military Star transactions, please note that to the technician.

3. The HQ AAFES IT Help Desk will support all issues pertaining to the Verifone device. If the device is displaying the message, "DOWNLOAD NEEDED", the technician can walk you through the process of downloading the device remotely. To complete the download, the technician must know the terminal id of the device. It is recommended that all Verifone devices be marked with that terminal id. To find the terminal id of the device, follow these steps:

Press F2 & F4 simultaneously.

Enter the system password: 1, Alpha, Alpha, 6,6,8,3,1

Scroll down with the down key until you reach 'EDIT'. Press the F3 key.

At the 'sys mode file-file group 1' screen, press ENTER.

At the 'sys mode edit file configuration', press ENTER.

Press ENTER again. Scroll down using the arrow down key until you reach the 'ZT' prompt.

This prompt should show your terminal ID next to the ZT. Your terminal ID should start with 00.

4. Verifones devices that are defective will have to mailed back to Verifone for repair. Send an e-mail message to: [i\\_mra\\_help@smokestack.verifone.com](mailto:i_mra_help@smokestack.verifone.com). Include the facility mail address and note, in detail, the problem with the device. Verifone will then issue an MERCHANDISE REPAIR AUTHORIZATION NUMBER. Note that number in the address when you mail the device to Verifone. Mail the device Federal Express Overnight, if possible, or use Emery or USPS. Be sure you record the tracking number of the device in case it becomes lost.

5. Donna Head ([head@aafes.com](mailto:head@aafes.com)) is responsible for ordering replacement devices. Please submit the attached request form and she will process it. You must have a completed config sheet for each location. Once the unit(s) are received, complete the

Verifone\_Ack-Recpt form and e-mail it as directed on the form. If you need additional information, please do not hesitate to contact her.

## 6. SUPPLIES:

### OMNI 330 & 3740

These units use thermal transfer paper that is available from a vendor in the USA. Send an e-mail to: [brburns@ritemade.com](mailto:brburns@ritemade.com) for the most current ordering and pricing information.

Stock Number: 15-149 (2 1/4'x80") 50 rolls per case.

Case price: Approximately \$15.49

Phone Number: 1-800-821-5481. Rite Made does accept credit cards over the phone.

The TRANS 330 devices are divided into two pieces: a keyboard and printer. The printer uses regular paper and an ink ribbon. The paper is stocked in the warehouse and the ribbons are available from Columbia Business Systems.

Stock Number: Part #30234 - 1 box

Case Price: Approximately \$4.56

Phone Number: 1-800-530-5689; 816-353-3202; FAX=816-737-3369

Credit Card orders can be placed over the phone.

The paper for the TRANS 330 is available in warehouse 1059902, 1059903, 1059915, 1059966 and 1769931. LDU = 50. CRC #1974262.

For any additional questions, please contact the HQ AAFES IT Help Desk at x3800.

Chris Gehringer  
HQ IT-I