

CREDIT SALE

- Press 1
- Choose **CREDIT**
- Enter sale amount and press **ENTER**
 - Enter tip amount and press **ENTER**
- Swipe or insert customer card
 - Enter last 4 digits of card number and press **ENTER**
 - Have customer enter PIN on PIN pad and press **ENTER**
- Terminal dials out and prints receipt
 - Remove the card

MAIL/PHONE SALE

- Press 1
- Choose **CREDIT**
- Enter sale amount and press **ENTER**
 - Enter tip amount and press **ENTER**
- Enter card number and press **ENTER**
- Enter expiration date (MMYY) and press **ENTER**
- Press **ENTER** to accept transaction
- Card Present? Choose **YES** or **NO**
 - Enter V-Code/CID Code and press **ENTER** or press **ENTER** to bypass
 - If bypassed, choose V-Code option 1 (Unreadable), 2 (Not Present), 3 (Not Provided)
 - Choose 1 (Mail Order), 2 (Phone Order), 3 (eCommerce)
 - Enter PO # and press **ENTER**
 - Enter street address number and press **ENTER** or press **ENTER** to bypass
- Enter zip code and press **ENTER** or press **ENTER** to bypass
- Terminal dials out and receipt prints

DEBIT SALE

- Press 1
- Choose **DEBIT**
- Enter sale amount and press **ENTER**
 - Enter tip amount and press **ENTER**
- Swipe or insert customer card
 - Enter cash back amount and press **ENTER** or press **ENTER** to bypass
- Press **ENTER** to accept total
- Have the customer enter PIN on PIN pad and press **ENTER**
- Terminal dials out and receipt prints
 - Remove the card

CREDIT RETURN

- Press 2
- Choose **CREDIT**
- Enter return amount and press **ENTER**
- Swipe, insert, or enter customer card
 - Enter last 4 digits of card number and press **ENTER**
 - Enter expiration date (MMYY) and press **ENTER**
- Terminal displays captured and receipt prints
 - Remove the card

DEBIT RETURN

- Press 2
- Choose **DEBIT**
- Enter return amount and press **ENTER**
- Enter original transaction date (MMDDYY) and press **ENTER**
- Enter original transaction time (HHMMSS) and press **ENTER**
- Swipe or insert customer card
- Have customer enter PIN on PIN pad and press **ENTER**
- Terminal dials out and receipt prints
 - Remove the card

REVERSAL

- Press 4
- Choose a search option
- Enter retrieval information and press **ENTER**
- Choose **SELECT**
- Press **ENTER** to accept transaction
- Terminal dials out and receipt prints

CREDIT OFFLINE ENTRY

- Press 5
- Choose **CREDIT**
- Enter sale amount and press **ENTER**
 - Enter tip amount and press **ENTER**
- Swipe customer card, insert customer card, or enter card number and press **ENTER**
 - Enter last 4 digits of card number and press **ENTER**
 - Enter expiration date (MMYY) and press **ENTER**
 - Card Present? Choose **YES** or **NO**
- Enter approval code (6 digits) and press **ENTER**
- Enter transaction ID (15 digits) and press **ENTER**
- Terminal displays captured and receipt prints
 - Remove the card

TERMINAL MESSAGES

AMOUNT DUE/BALANCE DUE: A partial authorization has occurred. Ask customer for another form of payment for the remaining balance of the sale. Press **ENTER** to print the receipt. Pressing **CANCEL** will not void the transaction.

AVS (ADDRESS VERIFICATION SERVICE): Checks if the street address and ZIP code entered match the customer's billing address.

CALL: Call Voice Authorization Center. If approved, proceed with Offline Entry.

HOLD/CALL OR PICK UP CARD: Hold the card. Use Code 10 procedure. Call the Voice Authorization Center.

CARD READ ERROR: Magnetic stripe did not read. Swipe card again or manually key-in account number.

LOST COMM WITH HOST: A communication error has occurred. Check line connections, call Help Desk.

GB (NUMBER): Good batch. Batch transmission accepted.

MANUAL ENTRY NOT ALLOWED: Current transaction will not allow manual entry. Debit cards may not be manually keyed-in.

QD (NUMBER) OR RB (NUMBER): Quit Duplicating or Rejected Batch. Call Help Desk.

RECORD NOT FOUND: Invoice number is not found in terminal batch.

SETTLE UNSUCCESSFUL: Settlement failed, call Help Desk.

V-CODE: Verification Code. A 3-4 digit non embossed number found on card signature panel or near embossed account number on front. V-code may be prompted for on a manually-entered transaction.



Bank Name _____

Bank Phone _____

Help Desk Phone _____

V Number _____

Voice Authorization Phone _____

Merchant Number ID _____

Other _____

DEBIT RE-ENTER

- Press **5**
- Choose **REENTER**
- Choose transaction type, **SALE** or **RETURN**
- Swipe customer card, insert customer card, or enter card number and press **ENTER**
- Enter original transaction date (MMDDYY) and press **ENTER**
- Enter original transaction time (HHMMSS) and press **ENTER**
- Enter reference retrieval number (12 digits) and press **ENTER**
- Enter trace number (6 digits) and press **ENTER**
- Enter network ID (1 digit) and press **ENTER**
- Enter settlement date (MMDD) and press **ENTER**
- Enter approval code (6 digits) and press **ENTER**
- Enter sale amount and press **ENTER**
 - Enter cash back amount and press **ENTER** or press **ENTER** to bypass
- Press **ENTER** to accept amount
- Terminal displays captured and receipt prints
- Press **CANCEL**

AUTHORIZATION ONLY

- Press **9**
- Choose **AUTH ONLY**
- Choose **AMT AUTH**
- Enter sale amount and press **ENTER**
- Swipe customer card, insert customer card, or enter card number and press **ENTER**
 - Enter last 4 digits of card number and press **ENTER**
 - Enter expiration date (MMYY) and press **ENTER**
 - Card Present? Choose **YES** or **NO**
 - Enter zip code and press **ENTER** or press **ENTER** to bypass
 - Have customer enter PIN on PIN pad and press **ENTER**
- Terminal dials out and receipt prints
 - Remove the card

BALANCE INQUIRY

- Press **7**
- Choose card type
- Swipe customer card, insert customer card, or enter card number and press **ENTER**
 - Enter expiration date (MMYY) and press **ENTER**
 - Have customer enter PIN on PIN pad and press **ENTER**
- Terminal dials out and receipt prints
 - Remove the card

TIP ADJUST

NOTE: Adjustments are not allowed on SmartCard/ Chip Card sales. Tip must be added at time of sale.

- Press **6**
- Choose a search option
- Enter retrieval information and press **ENTER**
- Choose **SELECT**
- Enter new tip amount and press **ENTER**
- Terminal displays captured and receipt prints
- Add Another? Choose **YES** or **NO**
 - If Yes, repeat steps to add another tip

OPEN TAB

- Press **3**
- Choose **OPEN**
 - Tab amount: choose **ACCEPT** or **CHANGE**
- Enter tab amount and press **ENTER**
- Swipe customer card, insert customer card, or enter customer card number and press **ENTER**
 - Enter last 4 digits of card number and press **ENTER**
 - Card Present? Choose **YES** or **NO**
 - Enter zip code and press **ENTER** or press **ENTER** to bypass
 - Have customer enter PIN on PIN pad and press **ENTER**
- Terminal dials out and receipt prints
 - Remove the card

CLOSE TAB

- Press **3**
- Choose **CLOSE**
- Enter retrieval information and press **ENTER**
- Choose **SELECT**
- Press **ENTER** to accept transaction or change amount
- - Enter new amount and press **ENTER**
 - Enter tip amount and press **ENTER**
- Terminal displays captured and receipt prints

DELETE TAB

- Press **3**
- Choose **DELETE**
- Enter retrieval information and press **ENTER**
- Choose **SELECT**
- Choose **YES**
- Terminal displays tab deleted and receipt prints

ADD SERVER

- Press **#**
- Choose **CLERK MENU**
- Choose **ADD ID**
- Enter Server ID and press **ENTER**
- Add Another? Choose **YES** or **NO**
 - If Yes, repeat steps to add another server

REPRINT A RECEIPT

- Press **9**
- Choose **REPRINT**
- Choose a search option
- Enter retrieval information and press **ENTER**
- Choose **SELECT**
- Choose a receipt type
- Receipt reprints

TRANSACTION ADJUST

NOTE: Adjustments are not allowed on SmartCard/Chip Card sales.

- Press **9**
- Choose **TRANS ADJUST**
- Choose a search option
- Enter the retrieval information and press **ENTER**
- Choose **SELECT**
- Enter new sale amount and press **ENTER**
- - Enter tip amount and press **ENTER**
- Terminal displays captured and receipt prints

REPORTS

- Press **#**
- Choose **REPORTS MENU**
- Choose report: **Summary** (total amount) or **Detail** (each transaction)
- Choose **PRINT**
- Report prints
- Press **CANCEL**

VIEW TOTALS

- Press **#**
- Choose **BATCH MENU**
- Choose **BATCH TOTALS**
- Terminal displays totals
- Press **ENTER**
- Press **CANCEL**

MANUAL BATCH SETTLEMENT

- Press **8**
- Choose **YES**
 - Print Reports? Choose **YES** or **NO**
 - Report prints

FAILED SETTLEMENT

- Terminal will display QDXXXXX or RBXXXXX
- DO NOT DELETE BATCH OR CONTINUE WITHOUT HELP DESK VERIFICATION
- Call Help Desk

AUTHENTICATE THE TERMINAL

- Press **#**
- Choose **MAINTENANCE**
- Choose **AUTHENTICATE**
- Enter authentication code and press **ENTER**
- Enter zip code and press **ENTER**
- Terminal dials out and receipt prints

ALPHA CHARACTERS

- Press key corresponding with desired letter
- Press the F key until desired letter appears [Number + F key = Letter]

CARD TYPES ACCEPTED

- Visa
- MasterCard
- ATM/Debit Cards
- American Express
- Discover
- Diners Club
- JCB

NOTE: Italicized steps are optional and may not be prompted for.
NOTE: Printing the customer copy is an option on all transactions
NOTE: Some functions may require a password
NOTE: Clerk and Server ID's only prompt if enabled