

Your Action	Terminal Display
PARTIAL AUTHORIZATION	
<i>This message will only appear during a Sale when the card does not have enough funds available to complete the entire sale and the issuer approves a partial payment</i>	
Press [Enter] to Confirm	Amount Due \$X.XX PARTIAL APPROVAL
Advise Customer of Amount Due and Ask For Another Form of Payment	Receipt Prints Out
Note: Reverse Transaction if Customer Decides Does Not Want Partial Payment on Card Used.	

FULL REVERSAL (Cancel a Partial Auth in Open Batch)		
Press [More] Three times		Store / Forward [F1] Reversal [F2]
Press [F2] for Reversal		Full [F1] Partial [F2]
Press [F1] for Full Reversal	Retrieve By	Inv# [F1] Acct# [F2]
Press the selection that is needed.	Inv#: XX [Card Type] [Trans Type] Last 4 \$x.xx	Yes [F1] No [F2] Next [F3]
Press [F1] for Yes if correct		Receipt Prints Out
Note: Reversals Not Allowed on PIN-BASED DEBIT, EBT or EMV, Refund as Cash.		

OFFLINE (Prior Card Present Transaction)		
Press [More] Twice		Off Line [F1]
Press [F1] for Off Line		Amount
Key in Amount [Enter]	Sale Total \$ X.XX	Yes [F1]
Press [F1] for Yes if amount is correct		Card Entry or Account Number
Key in Credit Card Number [Enter]	Choose Card	Credit [F1] Debit [F2] EBT [F3]
Press [F1] for Credit	ExpDate (MMYY)	
Key in Expiration Date (MMYY) [Enter]	Transaction ID	
Key in 15 Digit Transaction ID (from receipt) [Enter]	Approval Code	
Key in 6 digit Approval Code (from receipt) [Enter]	Receipt Prints Out	

VOID LAST (Cancel Last Transaction in Open Batch)		
Press [More] Once		Void [F1]
Press [F1] for Void	Void Last?	Yes [F1]
Press [F1] for Yes	Inv#: XX [Card Type] [Trans Type] Last 4 \$x.xx	Yes [F1] No [F2] Next [F3]
Press [F1] for Yes OR use Next to Scroll through the batch		Receipt Prints Out

VOID BY ACCOUNT (Cancel Transaction in Open Batch by Account Number)		
Press [More] Once		Void [F1]
Press [F1] for Void	Void Last?	Yes [F1] No [F2]
Press [F2] for No	Retrieve By	Inv# [F1] Acct# [F2]
Press [F2] for Acct#	Last 4 digits	
Key in Last 4 Digits of Credit Card [Enter]	Inv#: XX [Card Type] [Trans Type] Last 4 \$x.xx	Yes [F1] No [F2] Next [F3]
Press [F1] for Yes OR use Next to Scroll through the batch		Receipt Prints Out

CREDIT CARD REFUND		
Press [More] Once		Void [F1] Refund [F2]
Press [F2] for Refund		Amount
Key in Amount [Enter]	Refund Total \$ X.XX	Yes [F1]
Press [F1] for Yes if amount is correct		Card Entry or Account Number
Swipe or Tap Card	Choose Card	Credit [F1] Debit [F2] EBT [F3]
Press [F1] for Credit		Receipt Prints Out

Your Action	Terminal Display
PIN-BASED DEBIT SALE (Swiped Only)	
Press [F2] for Sale	Amount
Key in Amount [Enter]	Sale Total \$ X.XX
Press [F1] for Yes if amount is correct	Yes [F1]
Swipe Debit Card	Card Entry or Account Number
	Choose Card
	Credit [F1] Debit [F2]
Press [F2] for Debit	Cash
Key in Cash Back Amount [Enter]	Enter PIN
Cardholder Enters 4 Digit Pin on Pin Pad [Enter]	Receipt Prints Out

PIN-BASED DEBIT RE-ENTER (Prior Pin-Based Debit Transaction)		
Press [More] Twice		Off Line [F1]
Press [F1] for Off Line		Amount
Key in Amount [Enter]	Sale Total \$ X.XX	Yes [F1]
Press [F1] for Yes if amount is correct		Card Entry or Account Number
Key in Debit Card Number [Enter]	Choose Card	Credit [F1] Debit [F2]
Press [F2] for Debit	Trans Type	Sale [F1]
Press [F1] for Sale	Network Id	
Key in 3 Digit Network ID from Receipt [Enter]	Settlement Date	
Key in Settle Date of Transaction (MMDD) from Receipt [Enter]	Orig Tran Date	
Key in Date of Transaction (MMDDYY) from Receipt [Enter]	Orig Time	
Key in Time of Transaction (HHMMSS) from Receipt [Enter]	Orig Trace No	
Key in 6 Digit Trace Number from Receipt [Enter]	Retrieval No	
Key in 12 Digit Retrieval Number from Receipt [Enter]	Appr Code	
Key in 6 digit Approval Code [Enter]	Cash	
Key in Cash Back Amount [Enter]	Receipt Prints Out	

PIN-BASED EBT FOOD STAMP SALE (Swiped)		
Press [F2] for Sale		Amount
Key in Amount [Enter]	Sale Total \$ X.XX	Yes [F1]
Press [F1] for Yes if amount is correct		Card Entry or Account Number
Swipe EBT Card	Choose Card	Credit [F1] Debit [F2] EBT [F3]
Press [F3] for EBT	Trans Type	Vchr [F1] Food [F2]
Press [F2] for Food Stamps		Enter PIN
Cardholder Enters 4 Digit Pin on Pin Pad [Enter]		Receipt Prints Out

EBT FOOD STAMP RE-ENTER (Prior EBT Food Stamp Transaction)		
Press [More] Twice		Off Line [F1]
Press [F1] for Off Line		Amount
Key in Amount [Enter]	Sale Total \$ X.XX	Yes [F1]
Press [F1] for Yes if amount is correct		Card Entry or Account Number
Key in EBT Card Number [Enter]	Choose Card	Credit [F1] Debit [F2] EBT [F3]
Press [F3] for EBT	Trans Type	Food [F1]
Press [F1] for Food Stamps	ReEnter Food Type	FSale [F1] FRefn [F2]
Press [F1] for Food Stamp Sale	Network Id	
Key in 3 Digit Network ID from Receipt [Enter]	Settlement Date	
Key in Settle Date of Transaction (MMDD) from Receipt [Enter]	Orig Tran Date	
Key in Date of Transaction (MMDDYY) from Receipt [Enter]	Orig Time	
Key in Time of Transaction (HHMMSS) from Receipt [Enter]	Orig Trace No	
Key in 6 Digit Trace Number from Receipt [Enter]	Retrieval No	
Key in 12 Digit Retrieval Number from Receipt [Enter]	Appr Code	
Key in 6 digit Approval Code [Enter]	Receipt Prints Out	

Your Action	Terminal Display	
PIN-BASED EBT FOOD STAMP SALE (Keyed Card Present)		
Press [F2] for Sale	Amount	
Key in Amount [Enter]	Sale Total \$ X.XX	
Press [F1] for Yes if amount is correct	Yes [F1]	
	Card Entry or Account Number	
Key in EBT Card Number [Enter]	Choose Card	
	Credit [F1] Debit [F2] EBT [F3]	
Press [F3] for EBT	Trans Type	
	Vchr [F1] Food [F2]	
Press [F2] for Food Stamps		Enter PIN
Cardholder Enters 4 Digit Pin on Pin Pad [Enter]		Receipt Prints Out

PIN-BASED EBT FOOD STAMP REFUND (Card and Customer Must be Present)		
Press [More] Once		Void [F1] Refund [F2]
Press [F2] for Refund		Amount
Key in Amount [Enter]	Refund Total \$ X.XX	Yes [F1]
Press [F1] for Yes if amount is correct		Card Entry or Account Number
Swipe EBT Card	Choose Card	Credit [F1] Debit [F2] EBT [F3]
Press [F3] for EBT		Enter PIN
Cardholder Enters 4 Digit Pin on Pin Pad [Enter]		Receipt Prints Out

EBT VOUCHER SALE (Voice Authorization on EBT)		
Call EBT Voice Auth Number (1-888-328-9211) for Approval Code		
Press [F2] for Sale		Amount: \$ 0.00
Key in Amount [Enter]		Swipe, Enter or Insert Acct #
Key in EBT Card Number [Enter]	Choose Card	Credit [F1] Debit [F2] EBT [F3]
Press [F3] for EBT	Trans Type	Vchr [F1]
Press [F1] for Voucher		Voucher Appr Code
Key in 6 digit Voucher Approval Code [Enter]		Voucher S/N
Key in 15 digit Voucher S/N [Enter]		Receipt Prints Out
Note: Be sure EBT Customer signs the Voucher.		

EBT VOUCHER RE-ENTER (Prior EBT Voucher Transaction)		
Press [More] Twice		Offline [F1]
Press [F1] for Offline		Amount
Key in Amount [Enter]	Sale Total \$ X.XX	Yes [F1]
Press [F1] for Yes if amount is correct		Card Entry or Account Number
Key in EBT Card Number [Enter]	Choose Card	Credit [F1] Debit [F2] EBT [F3]
Press [F3] for EBT	Choose Tran	Food [F1] Cash [F2] Vchr [F3]
Press [F3] for Voucher		Network Id
Key in 3 Digit Network ID from Receipt [Enter]		Settlement Date
Key in Settle Date of Transaction (MMDD) from Receipt [Enter]		Orig Tran Date
Key in Date of Transaction (MMDDYY) from Receipt [Enter]		Orig Time
Key in Time of Transaction (HHMMSS) from Receipt [Enter]		Orig Trace No
Key in 6 Digit Trace Number from Receipt [Enter]		Retrieval No
Key in 12 Digit Retrieval Number from Receipt [Enter]		Appr Code
Key in 6 digit Voucher Approval Code [Enter]		Voucher Appr Code
Key in 6 digit Voucher Approval Code [Enter]		Voucher S/N
Key in 15 digit Voucher S/N [Enter]		Receipt Prints Out

Your Action	Terminal Display	
EBT VOUCHER REFUND <i>(Card and Customer Must be Present)</i>		
Press [More] Once	Void [F1] Refund [F2]	
Press [F2] for Refund	Amount	
Key in Amount [Enter]	Refund Total \$ X.XX	Yes [F1]
Press [F1] for Yes if amount is correct	Card Entry or Account Number	
Swipe EBT Card	Choose Card	Credit [F1] Debit [F2] EBT [F3]
Press [F3] for EBT	Enter PIN	
Cardholder Enters 4 Digit Pin on Pin Pad [Enter]	Receipt Prints Out	

PIN-BASED EBT CASH BENEFITS SALE <i>(Swiped)</i>		
Press [F2] for Sale	Amount	
Key in Amount [Enter]	Sale Total \$ X.XX	Yes [F1]
Press [F1] for Yes if amount is correct	Card Entry or Account Number	
Swipe EBT Card	Choose Card	Credit [F1] Debit [F2] EBT [F3]
Press [F3] for EBT	Trans Type	Vchr [F1] Food [F2] Cash [F3]
Press [F3] for Cash Benefits	Enter PIN	
Cardholder Enters 4 Digit Pin on Pin Pad [Enter]	Receipt Prints Out	

PIN-BASED EBT CASH BENEFITS SALE <i>(Keyed Card Present)</i>		
Press [F2] for Sale	Amount	
Key in Amount [Enter]	Sale Total \$ X.XX	Yes [F1]
Press [F1] for Yes if amount is correct	Card Entry or Account Number	
Key in EBT Card Number [Enter]	Choose Card	Credit [F1] Debit [F2] EBT [F3]
Press [F3] for EBT	Trans Type	Vchr [F1] Food [F2] Cash [F3]
Press [F3] for Cash Benefits	Cash	
Key in Cash Back Amount [Enter]	Enter PIN	
Cardholder Enters 4 Digit Pin on Pin Pad [Enter]	Receipt Prints Out	

EBT CASH BENEFITS RE-ENTER <i>(Prior EBT Cash Benefits Transaction)</i>		
Press [More] Twice	Off Line [F1]	
Press [F1] for Off Line	Amount	
Key in Amount [Enter]	Sale Total \$ X.XX	Yes [F1]
Press [F1] for Yes if amount is correct	Card Entry or Account Number	
Key in EBT Card Number [Enter]	Choose Card	Credit [F1] Debit [F2] EBT [F3]
Press [F3] for EBT	Trans Type	Food [F1] Cash [F2] Vchr [F3]
Press [F2] for Cash Benefits	Cash	
Key in Cash Back Amount [Enter]	Network Id	
Key in 3 Digit Network ID from Receipt [Enter]	Settlement Date	
Key in Settle Date of Transaction (MMDD) from Receipt [Enter]	Orig Tran Date	
Key in Date of Transaction (MMDDYY) from Receipt [Enter]	Orig Time	
Key in Time of Transaction (HHMMSS) from Receipt [Enter]	Orig Trace No	
Key in 6 Digit Trace Number from Receipt [Enter]	Retrieval No	
Key in 12 Digit Retrieval Number from Receipt [Enter]	Appr Code	
Key in 6 digit Approval Code [Enter]	Receipt Prints Out	

Your Action	Terminal Display	
TRANSACTION REVIEW <i>(Open Batch Only)</i>		
Press [More] Twice	Offline [F1] Tab [F2] Batch Totals [F3] Batch Review [F4]	
Press [F4] for Batch Review	Retrieve By	Srvr [F1] Amt [F2] Acct [F3]
Press [F3] for Acct	Last 4 Digits	
Key in Last 4 Digits of Credit Card [Enter]	Amt X.XX	Adj [F1]
Press [Cancel] Twice to Exit	Sale [F2]	

REPRINT LAST <i>(Reprint Last Transaction in Open Batch)</i>		
Press [Reprint]	Last Receipt [F2]	
Press [F2] for Last Receipt	Receipt Prints Out	

REPRINT ANY <i>(Reprint Any Transaction in Open Batch)</i>		
Press [Reprint]	Last Receipt [F2] Any Receipt [F3]	
Press [F3] for Any Receipt	Invoice Number	
Key in Invoice Number [Enter]	Receipt Prints Out	

TOTALS REPORT <i>(Open Batch Only)</i>		
Press [Reports]	Totals Report [F2]	
Press [F2] for Totals Report	Report Prints Out	

DETAIL REPORT <i>(Open Batch Only)</i>		
Press [Reports]	Totals Report [F2] Detail Report [F3]	
Press [F3] for Detail Report	Report Prints Out	

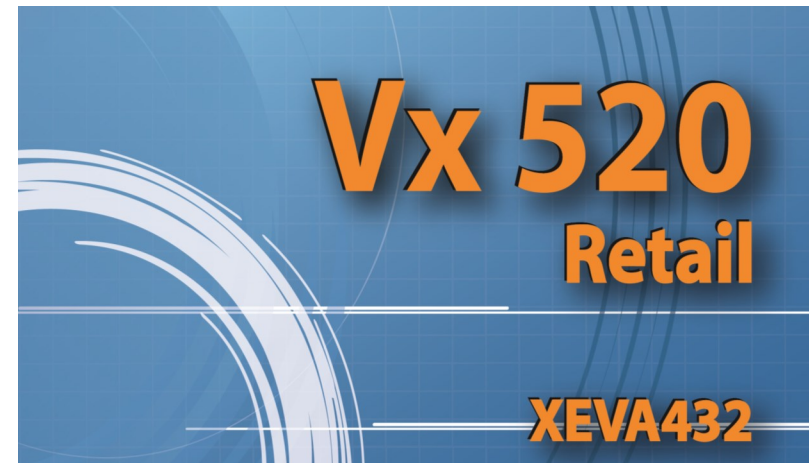
STORE AND FORWARD REPORT <i>(Open Store and Forward Batch Only)</i>		
Press [Reports]	Totals Report [F2] Detail Report [F3] Store Fwd Rpt [F4]	
Press [F4] for Store and Forward Report	Report Prints Out	

SETTLEMENT <i>(Closes Batch)</i>		
Press [More] Once	Void [F1] Refund [F2] Settlement [F3]	
Press [F3] for Settlement	Report Prints Out	

SET DATE/TIME		
Press [Enter]	Setup [F2]	
Press [F2] Setup	Password	
Press [1][Alpha][Alpha][6][6][8][3][1] [Enter]	Authentication [F2]	
Press [More] Five Times	Clear Batch [F1] Date/Time [F2]	
Press [F2] for Date/Time	Date MMDDYYYY	
Key in [MMDDYYYY] [Enter]	Time HHMMSS	
Key in [HHMMSS]* [Enter]	Clear Batch [F1]	
Press [Cancel] Twice to Exit	Sale [F2]	

* Military Format, I.E. 1 PM = 130000

COMMON ERROR MESSAGES AND FUNCTIONALITY	
CARD ERROR	Re-Swipe Card, if Fails Again, then Complete a Manual Sale (Keyed Card Present).
DECLINE	The Card was Declined; Ask for Another Form of Payment.
EXPIRED CARD	If the Card is Expired, Treat it as a Decline and Ask for Another Form of Payment.
"No Reply" or "Error 91"	Error with Connecting to the Network, Please Try Transaction Again at a Later Time. This is Not an Error with the Card or the Terminal Programming.
Appr Code: SFXXXX" and "Apprvd: Offline"	Store/Forward Mode allows transactions to be stored in the terminal when communications (Dial and/or IP) are unavailable. <i>Note: Transactions are not authorized or settled until communications (Dial and/or IP) are available and there is a risk that an approval may not be received.</i>



Your Action	Terminal Display	
EMV CHIP SALE with PIN		
Press [F2] for Sale	Amount	
Key in Amount [Enter]	Sale Total \$ X.XX	Yes [F1]
Hand Terminal to Cardholder, advise to Press [F1] for Yes if amount is correct	Card Entry or Account Number	
Cardholder Inserts EMV Card	[Only Prompts if Card Requires] Enter PIN	
Cardholder Enters 4 Digit Pin on Pin Pad [Enter] if prompted.	Remove Card	
Cardholder Removes EMV Card from Terminal	Return Terminal to Clerk	
Cardholder Hands Terminal Back, Clerk must Press [Enter] for Receipt to Print	Receipt Prints Out	

SALE <i>(Swiped)</i>		
Press [F2] for Sale	Amount	
Key in Amount [Enter]	Sale Total \$ X.XX	Yes [F1]
Press [F1] for Yes if amount is correct	Card Entry or Account Number	
Swipe or Tap Card	Choose Card	Credit [F1] Debit [F2] EBT [F3]
Press [F1] for Credit	Receipt Prints Out	

MANUAL SALE <i>(Keyed Card Present)</i>		
Press [F2] for Sale	Amount	
Key in Amount [Enter]	Sale Total \$ X.XX	Yes [F1]
Press [F1] for Yes if amount is correct	Card Entry or Account Number	
Key in Credit Card Number [Enter]	Choose Card	Credit [F1] Debit [F2] EBT [F3]
Press [F1] for Credit	ExpDate (MMYY)	
Key in Expiration Date (MMYY) [Enter]	Card Present?	Yes [F1] No [F2]
Press [F1] for Yes	V-Code	
Key in CVV2 [Enter]	Zip Code	
Key in Cardholder's Billing Zip Code [Enter]	Receipt Prints Out	

MAIL/PHONE ORDER <i>(Keyed Card Not Present)</i>		
Press [F3] for Phone Order	Amount	
Key in Amount [Enter]	Phone Order Total \$ X.XX	Yes [F1]
Press [F1] for Yes if amount is correct	Account Number	
Key in Credit Card Number [Enter]	ExpDate (MMYY)	
Key in Expiration Date (MMYY) [Enter]	PO Number	
Key in 6 Digit PO Number [Enter]	V-Code	
Key in CVV2 [Enter]	Address	
Key in Cardholder's Billing Address [Enter]	Zip Code	
Key in Cardholder's Billing Zip Code [Enter]	Receipt Prints Out	