

CREDIT SALE

- Press **1**
- Select **CREDIT**
- Enter Server ID, and press **ENTER**
- Enter sale amount and press **ENTER**
- Enter tip amount and press **ENTER**
- Swipe/Insert/Tap/Key card
- Have customer enter PIN on PIN Pad and press **ENTER**
- Select **ACCEPT** to accept transaction amount
- Terminal dials out, and receipt prints
- Remove the card

PHONE/MAIL ORDER

- Select **1**
- Select **CREDIT**
- Enter Server ID, and press **ENTER**
- Enter sale amount and press **ENTER**
- Enter tip amount and press **ENTER**
- Manually enter card number and press **ENTER**
- Enter expiration date (MMYY) and press **ENTER**
- Select **ACCEPT** to accept transaction amount
- Card Present? Choose **NO**
- Enter V-Code/CID Code and press **ENTER**, or press **ENTER** to bypass
- If bypassed, select **1** (Unreadable), **2** (Not Present), **3** (Not Provided)
- 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
- Terminal displays Imprint Card Press Enter, press **ENTER**

TIP ADJUST

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

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

DELETE TRANSACTION

Applies only to transactions within current batch

- Press **9**
- Select **Delete Trans**
- Enter retrieval information and press **ENTER**
- Choose **SELECT**
- Choose **YES**
- Receipt prints

PIN-BASED DEBIT SALE *(Swipe Only)*

- Press **1**
- Select **DEBIT**
- Enter Server ID, and press **ENTER**
- Enter sale amount and press **ENTER**
- Enter tip amount and press **ENTER**
- Swipe card
- Enter cash back amount and press **ENTER** or press **ENTER** to bypass
- Select **ACCEPT** to accept transaction amount
- Have customer enter PIN on PIN pad and press **ENTER**
- Terminal dials out, and receipt prints

ADD SERVER

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

OPEN TAB

- Press **3**
- Select **OPEN**
- Enter Server ID, and press **ENTER**
- Enter tab amount and press **ENTER**
- Swipe/Insert/Tap/Key card
- Terminal dials out, and displays response
- Remove the card

CLOSE TAB

- Press **3**
- Select **CLOSE**
- Enter retrieval information and press **ENTER**
- Choose **SELECT**
- Press **ENTER** to accept transaction
- Enter tip amount and press **ENTER**
- Swipe/Insert/Tap/Key card
- Select **ACCEPT** to accept transaction amount
- Terminal dials out, and receipt prints
- Remove the card

DELETE TAB

- Press **3**
- Select **DELETE**
- Enter retrieval information and press **ENTER**
- Choose **SELECT**
- Choose **YES**
- Terminal dials out, and displays response

NOTE: *Italicized steps are optional and may not be prompted for.*

OFFLINE

- Press **5**
- Enter password, and press **ENTER**
- Select **CREDIT**
- Enter Server ID, and press **ENTER**
- Enter original sale amount and press **ENTER**
- Enter tip amount and press **ENTER**
- Select **ACCEPT** for transaction amount
- Swipe/Insert/Tap/Key card
- Enter approval code (six digits), and press **ENTER**
- Enter transaction ID (15 characters), and press **ENTER**
- Terminal displays Captured, and receipt prints
- Terminal displays Imprint Card Press Enter, press **ENTER**

CREDIT REFUND

- Press **2**
- Enter password, and press **ENTER**
- Select **CREDIT**
- Enter Server ID, and press **ENTER**
- Enter refund amount and press **ENTER**
- Swipe/Insert/Tap/Key card
- Terminal displays Captured, and receipt prints
- Remove the card

REVERSAL

Reversals may only be processed on sales within the current batch.

- Press **4**
- Select a search option
- Enter retrieval information, and press **ENTER**
- Choose **SELECT**
- Select **ACCEPT** for reversal amount, or **CHANGE** the amount
- Terminal dials out, and receipt prints

BALANCE INQUIRY

- Press **7**
- Select card type
- Enter Server ID, and press **ENTER**
- Swipe/Insert/Tap/Key card
- Terminal dials out, and receipt prints
- Remove the card

AUTHORIZATION ONLY

- Press **9**
- Select **AUTH ONLY**
- Select **AMT AUTH**
- Enter Server ID, and press **ENTER**
- Enter authorization amount and press **ENTER**
- Swipe/Insert/Tap/Key card
- Terminal dials out, and receipt prints
- Remove the card

TOTALS REPORT *(Open Batch Only)*

- Press **#**
- Choose **REPORT MENU**
 - Details (each transaction)
 - Summary (total amounts)
 - Server
 - Unadjusted Tip
- Select **SUMMARY**
- Select **PRINT**
- Report prints

SETTLEMENT *(Closes Batch)*

- Press **8**
- Select **YES**
- Print Report? Choose **YES**
- Settlement report prints

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 reverse the amount that was already approved.

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 Voice Authorization Center.

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

COMM ERROR - A communication error has occurred. Check line connections, call Merchant Support.

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

QD (NUMBER) or RB (NUMBER) - Quit Duplicating or Rejected Batch. Call Merchant Support.

SETTLEMENT FAILED, RETRY - Settlement failed, call Merchant Support.

V-CODE - Verification Code. VISA, MasterCard and Discover 3 digit non embossed number found on card signature panel on back of card. AMEX 4 digit non embossed number found on or near embossed account number on front. V-Code may be prompted for on a manually entered transaction.

Quick Menu

1—Sale

2—Return

3—Tab

4—Reversal

5—Force

6—Tip Adjustment (when enabled)

7—Balance Inquiry

8—Settlement

9—Other

Note: On transactions the terminal may prompt the merchant to pass the terminal to the card holder for the card holder to insert the chip card into the terminal, or swipe their card. It will then prompt the customer to pass the terminal back to the merchant when the authorization has completed. Press **ENTER to move past this prompt..**

Store/Forward Mode is a way to input credit sales into the terminal when there is no communication method available. Sales are then authorized and settled when a communication method is available.

NOTE: Sales are not authorized until communication is available so there is a risk that the sale may not receive an approval. Call Merchant Support for more information.



ICON/IMAGE	FUNCTION
	F1 - This is a variable key
	F2 - Press to scroll down
	F3 - Press to scroll up
	F4 - This is a variable key
	F Key - Press to access the System Menu. When entering text, press to specify letters and character.
	# Key - Press to access the Admin Menu for Reports and management
	Cancel - Press to immediately stop the current activity and return to the idle screen
	Clear/Back - Press to stop the current activity and restart the current activity, such as entering a password
	Enter - Press to confirm and continue with the activity in progress