

## CREDIT SALE

- 1. Press ONE key on the Terminal.**  
If debit is activated, choose CREDIT when prompted to select sale type.
- 2. Swipe card through vertical slot as shown on terminal.**  
If the magnetic stripe cannot be read by the terminal, a sales slip must be imprinted with the credit card information to verify that the card was present at the time of the transaction. Failure to imprint the card may result in a chargeback.  
**For manual entry:**
  - Key in card number and press ENTER.
  - Key in card expiration date press ENTER.  
(Example: for December 2001, enter 1201.)Operator ID:(Optional prompt)
  - Key information, press ENTER.
- 3. Key in dollar amount of transaction, then press ENTER.**  
NOTE: Prompting messages vary based on card type and setup. Terminal may display the following prompts:
  - Tax Amount. Key the appropriate information, press ENTER.
  - Invoice Number. Key the appropriate information, press ENTER .
  - Recurring Y/N? (Press 9 for yes, 6 for no.)
  - Phone Order Y/N? (Press 9 for yes, 6 for no.)  
(If yes refer to AVS instructions.)
  - Card Present Y/N? (Press 9 for yes, 6 for no.)  
(If yes refer to AVS instructions.)
  - Purchase ID. Key the appropriate information, press ENTER.
  - Customer Code. Key the appropriate information, press ENTER .
- 4. Transaction complete.**  
  
Terminal displays transaction response (see "Response Codes" below).  
Receipt prints if transaction is approved.
  - Have customer sign receipt and place in cash register drawer.

## CREDIT RETURN/REFUND

- 1. Press TWO key on the terminal.**  
If debit is activated, choose CREDIT when prompted to select refund type.
- 2. Swipe card through vertical slot as shown on terminal\*.**  
For manual entry:
  - Key in card number and press ENTER.
  - Key in card expiration date press ENTER.  
(Example: for December 2001, enter 1201.)Operator ID:(Optional prompt)
  - Key information, press ENTER.

## CREDIT RETURN/REFUND

- 3. Key in refund amount and press ENTER.**  
  
NOTE: Prompting messages vary based on card type and setup. Terminal may display the following prompts:
  - Tax Amount. Key the appropriate information, press ENTER.
  - Invoice Number. Key the appropriate information, press ENTER.
  - Purchase ID. Key the appropriate information, press ENTER.
  - Customer Code. Key the appropriate information, press ENTER.
- 4. Transaction complete - Return/Refund captured.**  
  
After Return/Refund is captured, terminal prints copy of Return/Refund voucher.
  - Have customer sign receipt and place in cash register drawer.

## CREDIT TICKET ONLY

- 1. Press FIVE key on the terminal.**  
  
Manually enter card information.
  - Key in card number and press ENTER.
  - Key in card expiration date and press ENTER.  
(Example: for December 2001, enter 1201.)Operator ID:(Optional prompt)
  - Key information, press ENTER.
- 2. Key in dollar amount of transaction, then press ENTER.**  
NOTE: Prompting messages vary based on card type and setup. Terminal may display the following prompts:
  - Tax Amount. Key the appropriate information, press ENTER.
  - Invoice Number. Key the appropriate information, press ENTER.
  - Phone Order Y/N? (Press 9 for yes, 6 for no.)
  - Enter authorization code.
  - Total Auth Amount. Key the appropriate information, press ENTER.
  - AVS Response. Key the appropriate information, press ENTER.
  - ACI. Key the appropriate information, press ENTER.
  - Order Number. Key the appropriate information, press ENTER.
  - TID. Key the appropriate information, press ENTER.
  - Purchase ID. Key the appropriate information, press ENTER.
  - Customer Code. Key the appropriate information, press ENTER.

## CREDIT TICKET ONLY

When given an approval code by an operator, you must complete a Credit Ticket Only transaction to enter item into terminal and print receipt for customer to sign.

- Transaction complete - Ticket Only captured.

After Ticket Only is captured, terminal prints merchant copy of Ticket Only voucher.

## DEBIT SALE

- Press ONE key on the terminal.**  
Choose DEBIT when prompted to select sale type.
- Key in Debit Sale amount and press ENTER.**  
NOTE: Prompting messages vary based on card type and setup. Terminal may display the following prompts:
  - Tax Amount? Key the appropriate information, press ENTER.
- Swipe card through vertical slot as shown on terminal.**  
(All debit card transactions must be swiped; debit card numbers may not be entered manually.)
- Customer enters PIN to complete transaction.**  
NOTE: Customer must key in private Personal Identification Number on PIN pad and press ENTER.
  - Operator ID: Key the appropriate information, press ENTER.
  - Invoice Number. Key the appropriate information, press E N T E R .
- Transaction complete.**  
Terminal displays transaction response (see "Response Codes" below).  
Receipt prints if transaction is approved.
  - Have customer sign receipt and place in cash register drawer.

## DEBIT RETURN/REFUND

- Press TWO key on the terminal.**  
Choose DEBIT when prompted to select Sale type.
- Key in Debit Refund amount and press ENTER.**  
NOTE: Prompting messages vary based on card type and setup. Terminal may display the following prompts:
  - Tax Amount? Key the appropriate information, press ENTER.
- Swipe card through vertical slot as shown on terminal.**  
(All debit card transactions must be swiped; debit card numbers may not be manually entered.)

## DEBIT RETURN/REFUND

- Customer enters PIN to complete transaction.**  
NOTE: Customer must key in private Personal Identification Number on PIN pad and press ENTER.
  - Operator ID: Key the appropriate information, press ENTER.
  - Invoice Number. Key the appropriate information, press E N T E R .
- Transaction complete. Return/Refund captured.**  
After Return/Refund is captured, terminal prints copy of Return/Refund voucher.
  - Have customer sign receipt and place in cash register drawer.

## TERMINAL RESPONSES

### Definitions:

- Call Center
  - Operator should call the credit authorization center.
- Declined
  - The authorization for the transaction has been declined.
- Invalid Card #
  - The credit card presented is not acceptable for payment.
- Invalid Tran Type
  - Incorrect transaction attempted.
- Invalid Merch #
  - Invalid merchant # for the transaction attempted.
- Invalid Amount
  - Authorization request must be for at least \$1.00.
- Inv Batch Seq
  - Improper procedures have created an invalid terminal condition.
- Force \$XXXXX.XX
  - The batch was closed with an error condition.
- Invalid \$XXXXX.XX
  - An invalid cardholder # was detected in the batch during the close process.
- Close \$XXXXX.XX
  - The response for a normal close transaction.

**ADDRESS VERIFICATION (AVS)**

**1. Press ONE key on the terminal.**

These procedures generally are used for manual entries, mail orders, telephone orders and other transactions in which a credit card is not present. If your terminal prompts for address verification, please follow these steps:

If debit is activated, choose CREDIT when prompted to select sale type.

- Key in card number and press ENTER.
- Key in card expiration date and press ENTER.

Operator ID:(Optional prompt)

- Key information, press ENTER.
- Key in sale dollar amount and press ENTER.

NOTE: Prompting messages vary based on card type and setup. Terminal may display the following prompts:

- Tax Amount. Key the appropriate information, press ENTER.
- Invoice Number. Key the appropriate information, press ENTER.
- Recurring Y/N? (Press 9 for yes, 6 for no.)
- Phone Order Y/N? (Press 9 for yes, 6 for no.)
  - Order Number. Key the appropriate information, press E N T E R .
  - AVS Address. (See Customer Address information.)
  - AVS ZIPCode. Key the customers Zip Code, press ENTER.
- Card Present Y/N? (Press 9 for yes, 6 for no.)
  - AVS ZIP Code. Key the customers Zip Code, press ENTER.
- Purchase ID. Key the appropriate information, press ENTER.
- Customer Code. Key the appropriate information, press ENTER.

**2. Terminal displays transaction response.**

If address information was entered, a one-character verification code is returned along with the approval code. "X" or "Y" indicates an address match; "N" indicates no match; and "S", "U", or "R" indicates service unavailable or not supported.

**3. Enter customer address information.**

Enter only the numeric digits of the home address; do not attempt to enter any alpha characters for street names.

<b>Example: If address is ...</b>	<b>You enter ...</b>
One Main Street	1
123 First Ave.	1 2 3 1
23 Main St., No. 56	2 3 5 6
4567 Main St. Apt. 89	4 5 6 7 8
3456 Main St., Apt. C-12	3 4 5 6 1

**ADDITIONAL FUNCTIONS**

**Void A Credit Transaction.**

Press FOUR key on the terminal.

- Enter item # or press ENTER for the last transaction.
- Item is displayed press ENTER.
- Response: void – press ENTER.
- Hit ENTER again to void.

NOTE: Debit transactions cannot be edited or voided.

**View A Credit Transaction.**

Press BLUE function key and then ONE.

- Enter item #. Key in item # or press ENTER for the first item.

**Terminal Displays:**

Item#	Tran Type	Amount
001	T	\$NNNN.NN

- To scroll the display right press #, to scroll left press \*.
- To view next transaction, press ENTER.

NOTE: Credit and Debit transactions may appear when viewing or printing.

**View Terminal Totals.**

Press BLUE function key and then TWO.

- Select 1 for Card totals. (For operator totals press 2, skip to Operator ID?)
- Enter Card Type. Key in card type or press ENTER.

**Terminal Displays:**

Trans.	Count	TotalAmount
TT	N	\$\$\$\$\$.cc

- Operator ID. Key in the Operator ID, press ENTER.

**Terminal Displays:**

Count	Operator	Operator Amount
N	NN	\$\$\$\$\$.cc

**Close Batch.**

Press NINE key on the terminal.

NOTE: Prompting messages vary based on card type and setup. Terminal may display the following prompts:

- Enter AMOUNT.
- Reporting Y/N? (Press 9 for yes, 6 for no).

NOTE: All reports must be printed prior to settlement.

If your terminal is set for AU TO CLOSE, it will automatically close and print a closing report at the preset time each day.

**Reprint Receipt.**

Press BLUE Function key then 5.