

Customer Service: 800-201-0461
 24-Hour Technical Support: 800-632-1888
 Supplies, Paper, Ribbon: 800-632-1888

SALE (SWIPED ENTRY)

Terminal Prompt

Day Date Time Purchase
 Amount of Sale?
 Processing
 TR = 00
 AP = 123456
 REF = 123456789012

Action

Swipe card.
 Key in amount of sale then press **FUNC/ENTER**.
 Please wait while the terminal calls for approval and prints a receipt.
 Transaction number and approval code are displayed. Reference number follows, if one is returned. The transaction is now complete. Press **CLEAR** to return to idle prompt.

SALE (KEY ENTRY)

Terminal Prompt

Day Date Time Purchase
 Enter Account #
 Imprint Card

 Expiration Date MMY
 Amount of Sale?
 Enter Number Ticket
 Enter Street Number
 Enter Zip Code
 Exact Match

 1=Accept
 Processing
 TR = 00
 AP = 123456
 Ref = 123456789012

Action

Press the **PURCHASE** key (**1**).
 Key in the account number and press **FUNC/ENTER**.
 Press **FUNC/ENTER** key but be sure to imprint the card and attach the merchant copy of printed receipt to the imprinted sales slip.
 Key in the card's expiration date and press **FUNC/ENTER**.
 Key in the amount of sale and press **FUNC/ENTER**.
 If applicable, enter ticket number and press **FUNC/ENTER**.
 Merchant is prompted to enter street number and zip code. Press **FUNC/ENTER** after each entry.
 Terminal displays one of the following AVS responses: EXACT MATCH, ADDRESS MATCH, ZIP MATCH, NO MATCH, VER UNAVAILABLE, RETRY, ERROR INELIGIBLE, SERV UNAVAILABLE.
 Press **1** to accept the AVS response to complete the transaction.
 Please wait while the terminal completes the transaction and prints receipt.
 Transaction number and approval code are displayed. Reference number follows if one is returned. The transaction is now complete. Press **CLEAR** to return to idle prompt.

CREDIT/RETURN

Terminal Prompt	Action
Day Date Time Purchase	Press the CREDIT key (4).
Enter Account #	Swipe card or key in account number.
Imprint Card	Press FUNC/ENTER . If the card was not swiped through the terminal, imprint the card and attach the merchant copy of the printed receipt to the imprinted sales slip.
Expiration Date MMY	If the card was not swiped, key in the card's expiration date and press FUNC/ENTER .
Amount of Credit	Enter amount of the credit and press FUNC/ENTER .
Processing	This message displays as the terminal prints a receipt.
TR = 999	The transaction number and transaction type are displayed. Press FUNC/ENTER to return to the idle prompt.
Credit	

FORCED SALE (AFTER VOICE AUTHORIZATION)

Terminal Prompt	Action
Day Date Time Force	Press the OFFLINE key (6).
Enter Account #	Swipe card or key in account number.
Imprint Card	Press FUNC/ENTER . If the card was not swiped through the terminal, imprint the card and attach the merchant copy of the printed receipt to the imprinted sales slip.
Expiration Date MMY	If the card was not swiped through the terminal in the previous step, enter the card's expiration date and press FUNC/ENTER .
Amount of Force	Key in the amount of the forced sale and press FUNC/ENTER .
Enter Auth Code	Enter the authorization code obtained from the voice authorization center and press FUNC/ENTER .
Processing	Please wait while the receipt prints.
TR = 999	Transaction number and approval code are displayed. Reference number follows, if one is returned. Press CLEAR to return to idle prompt.
AP = 123456	

VOID TRANSACTION (USE WITH CAUTION)

Terminal Prompt	Action
Day Date Time Purchase	Press the FUNC/ENTER key then press 6 .
MGR Password	Enter manager’s password (if option is enabled).
1 = Void	Press 1 key.
Void	Enter transaction number then press FUNC/ENTER .
Enter Tran #	
Tran 123 Follows	The transaction number and type are displayed. If this is the correct transaction to be voided, press FUNC/ENTER .
#123 SALE	
Visa \$\$\$\$\$.\$\$	Verify card type and total amount, press FUNC/ENTER .
1234567890123456	Verify the transaction’s card number, press FUNC/ENTER .
Exp = MM/YY 123456	Verify the expiration date and auth code, press FUNC/ENTER .
Employess = 123456	If displayed, verify employee number & ticket number and press FUNC/ENTER after each.
Ticket = 123	
Void Tran #123	Verify that it is the correct transaction to be voided. Press FUNC/ENTER to continue with the void or press CLEAR to cancel the void.
Processing	
Prt Receipt 1=Y	
Tran #123 Voided	Transaction is now voided.

BATCH TERMINAL (END OF DAY SETTLEMENT)

Terminal Prompt	Action
Day Date Time Batch Report	Print batch report by pressing FUNC/ENTER and then press 5 .
1 = Print 2 = Display	Press 1 to select print.
3 = Total 2 = Detail	Press 2 to select detail.
Printing...	
Day Date Time Send Batch	Press the SND BATCH key (9).
Processing, Dialing, Waiting	Please wait while the terminal transmits the batch (unless password is used).
for Answer, Transmitting,	
Receiving	
Printing	The terminal will print a Send Batch report.
App \$\$\$\$\$.\$\$	The total amount received by the host is displayed, then press FUNC/ENTER .
Ref = 123456789012	If a batch reference number is returned from the host, it will be displayed. Press FUNC/ENTER .
Host Message	If a host message is returned, it will be displayed. To scroll forward through the message, press (#). To scroll backward through the message, press (*). Once the host message has been received, press FUNC/ENTER to return the idle prompt. The settlement is now complete.

COMMUNICATION ERROR MESSAGES

Terminal Prompt	Action
Bad RX Commun	The terminal has not correctly received the host's information.
Bad TX Commun	The host has not correctly received the terminal's information.
Host Disconnect	The terminal has been disconnected from the host before the transaction communication has been completed.
Lost Comm w/ Host	The terminal has lost communication with the host due to either the host hanging up or a problem with the signal strength or registration.
No Answer	The call was either not answered by the host or the terminal received a busy signal.
No Enq from Host	The terminal did not receive the required information from the host within the specified timeout period.
No Resp from Host	The terminal did not receive a response from the host within the specified timeout period.
Waiting for line	The terminal cannot dial out because the terminal's line is in use. Check connections.

DEBIT SALE

Terminal Prompt	Action
Day Date Time Debit	Press the number 3 Key and follow the same procedures as a SWIPED Sale. Terminal will prompt for P.I.N number. Hand the Pin-Pad to your customer for processing.