

Sale/Purchase	Mail/Phone Order	Offline (Cont.)	Void
<p>➤ Swipe Card</p> <p>➤ Fraud Control + </p> <p>Or If Unreadable</p> <p>➤ Press </p> <p>➤ Enter Acct Number + </p> <p>➤ Press If Card Present</p> <p>➤ Press If Card Not Present</p> <p>See MAIL/PHONE ORDER</p> <p>➤ Exp. Date + </p> <p>➤ V-CODE + </p> <p>If V-Code Is Not Entered</p> <p>➤ Press If V-CODE Is Not Provided Or</p> <p>➤ Press If V-CODE Is Unreadable Or</p> <p>➤ Press If V-CODE Is Not On Card</p> <p>Address Verification</p> <p>➤ Press </p> <p>➤ Invoice Number + </p> <p>➤ Sale Amount + </p> <p>➤ Clerk ID + </p> <p>- Approval</p> <p>➤ Comm. Card + </p> <p>- Receipt Prints</p> <p>➤ Press to Print Customer Copy</p>	<p>➤ Press </p> <p>➤ Enter Acct Number + </p> <p>➤ Exp. Date + </p> <p>➤ V-CODE + </p> <p>If V-Code Not Entered</p> <p>➤ Press </p> <p>➤ Press </p> <p>➤ Press </p> <p>➤ Invoice Number + </p> <p>➤ Sale Amount + </p> <p>➤ Clerk ID + </p> <p>➤ Street Address + </p> <p>➤ Zip Code + </p> <p>- Approval</p> <p>➤ Comm. Card + </p> <p>- Receipt Prints</p> <p>➤ Press to Print Customer Copy</p>	<p>➤ Invoice Number + </p> <p>➤ Sale Amount + </p> <p>➤ Clerk ID + </p> <p>➤ Auth Code + </p> <p>- Receipt Prints</p> <p>➤ Press to Print Customer Copy</p>	<p>➤ Press + + </p> <p>➤ Press </p> <p>➤ Reference Number + </p> <p>➤ Swipe Card</p> <p>Or If Unreadable</p> <p>➤ Enter Acct Number + </p> <p>➤ Sale Amount + </p> <p>- Receipt Prints</p> <p>➤ Press to Print Customer Copy</p>
		ATM/Purchase	ATM Return
	Offline	<p>➤ Press + </p> <p>➤ Swipe Card</p> <p>➤ Invoice Number + </p> <p>➤ Sale Amount + </p> <p>➤ Enter Tip + </p> <p>➤ Cashback + </p> <p>➤ [Verify Amount] + </p> <p>➤ Customer Enters PIN + </p> <p>➤ Clerk ID + </p>	<p>➤ Press + </p> <p>➤ Fraud Control + </p> <p>➤ Credit Amount + </p> <p>➤ [Verify Amount] + </p> <p>➤ Customer Enters PIN + </p> <p>➤ Clerk ID + </p> <p>➤ Original Transaction Date + </p>
Credit	Offline	Re-Enter Purchase	Re-Enter Return
<p>➤ Press + </p> <p>➤ Swipe Card</p> <p>➤ Fraud Control + </p> <p>Or If Unreadable</p> <p>➤ Press + </p> <p>➤ Enter Acct Number + </p> <p>➤ Exp. Date + </p> <p>➤ Clerk ID + </p> <p>- Receipt Prints</p> <p>➤ Press to Print Customer Copy</p>	<p>➤ Press + </p> <p>➤ + Sale</p> <p>➤ + Mail/Phone</p> <p>➤ Swipe Card</p> <p>➤ Fraud Control + </p> <p>Or If Manually Keyed</p> <p>➤ Enter Acct Number + </p> <p>➤ Press If Card Present</p> <p>➤ Press If Card Not Present</p> <p>➤ Exp. Date + </p> <p>➤ V-CODE + </p> <p>If V-Code Is Not Entered</p> <p>➤ Press If V-CODE Is Not Provided Or</p> <p>➤ Press If V-CODE Is Unreadable Or</p> <p>➤ Press If V-CODE Is Not On Card</p> <p>Address Verification</p> <p>➤ Press </p>	<p>➤ Press + + </p> <p>➤ Swipe Or Key In ATM Card</p> <p>➤ Fraud Control + </p> <p>➤ Sale Amount + </p> <p>➤ Enter Tip + </p> <p>➤ Cashback + </p> <p>➤ Clerk ID + </p>	<p>➤ Press + + </p> <p>➤ Swipe Or Key In ATM Card</p> <p>➤ Fraud Control + </p> <p>➤ Credit Amount + </p> <p>➤ Clerk ID + </p>
		<p>Follow Terminal Prompts to Complete Re-enter. Refer to Original Receipt to Enter Original Transaction Information Requested.</p>	

Special Options

- ▶ = Optional Step(s)
- ▶ If Optional Is On - Follow Blue Step Or See More Options On This Page

Daily Reports

- ▶ Press +
 - 1 = Totals
 - 2 = Clerk
 - 3 = Detail
 - 4 = All
- To Review (No Printer)
- ▶ Press + + ,
- Or

Clerk Report

- ▶ Press + + +
- +
- ▶ Clerk ID +
- To Review (No Printer)
- ▶ Press + + +

Transmit Batch

- ▶ Press +
- ▶ Enter Item Count +
- ▶ Enter Net Amount
[if a negative] +
- (No Printer)
- ▶ Press + for GB Number

Reprint Receipt

- ▶ Press +
- ▶ Enter Reference Number +
- ▶ Select , Merchant Copy
Or , Customer Copy
- ▶ Press

Commercial Card

- ▶ Customer Code +
- ▶ Sales Tax +
If 0 (zero) Entered
- ▶ Press for No
- ▶ Press for Yes

Address Verification

- ▶ Street Address +
- ▶ Zip Code +

Check Processing

Telecheck/Telecredit

- ▶ Press
- ▶ 2-Digit State ID & Driver's License Number +
- ▶ Birth Date +
- ▶ Sale Amount +

JBS

- ▶ Press
- ▶ MICR Number +
(From Bottom of Check)
- ▶ Press +
- ▶ Sale Amount +

Scan

- ▶ Press
- ▶ 2-Digit State ID & Driver's License Number +
Or
- ▶ MR & MICR Number +
(From Bottom of Check)
- ▶ Press +
- ▶ Sale Amount +

Terminal Messages

- ▶ **Address Match**
Address match Only.
- ▶ **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**.
- ▶ **Decline**
Request another card from cardholder.
- ▶ **Error Ineligible**
Not a Mail/Phone order.
- ▶ **GT 80% Full**
Terminal is beyond 80% capacity to store captured transactions. Transmit as soon as possible.
- ▶ **Must Check TOTS**
Totals must be checked. Print or review Totals Report.
- ▶ **Must Do Start-Up**
Start-up function must be initiated after each unsuccessful transmission.
 + +
- ▶ **No Match**
No address or zip code match.
- ▶ **QD XXX [or] RB XXX**
Quit Duplicate or Reject Batch. Call **Help Desk**.
- ▶ **Service Not Allowed**
Service not allowed for card type.
- ▶ **V-Code**
Verification Code. A 3-4 digit, non-embossed number found on card signature panel or near embossed account number on front. May be prompted for on a manually-enter transmission.
- ▶ **Waiting For Line**
Phone line may be in use or out of service. Check for dial tone and all telephone connections.
- ▶ **Zip Match**
Zip Code match Only.