

VISANET

Hotel

QUICK REFERENCE CARD

VeriFone TRANZ 380 (VT1H383) • HOTEL PAYMENT SYSTEM

CHECK-IN

5 + **1**
GUEST/FOLIO + **ENTER**
SWIPE CARD
 OR IF UNREADABLE
 ACCT. NO. + **ENTER**
 EXP. DATE + **ENTER**
SALE AMNT. + **ENTER**
>CLERK ID + **ENTER**
NO. OF DAYS + **ENTER**

CHECK-OUT

6 + **4**
GUEST/FOLIO + **ENTER**
ENTER IF SAME CARD
OR SWIPE NEW CARD
 OR IF UNREADABLE
 ACCT. NO. + **ENTER**
 EXP. DATE + **ENTER**
SALE AMNT. + **ENTER**
AMEX ONLY
ARRIVE DATE + **ENTER**
DEPART DATE + **ENTER**
NO. OF DAYS + **ENTER**
>CLERK ID + **ENTER**

SALE / PURCHASE

1 + **1**
GUEST/FOLIO + **ENTER**
SWIPE CARD
 OR IF UNREADABLE
 ACCT. NO. + **ENTER**
 EXP. DATE + **ENTER**
SALE AMNT. + **ENTER**
>VISA / AMEX PROMPT + **ENTER**
>CLERK ID + **ENTER**
 IF UNREADABLE
 IMPRINT CARD

OFFLINE ENTRY

FOR PREVIOUSLY AUTHORIZED TRANSACTION

6 + **1**
GUEST/FOLIO + **ENTER**
SWIPE CARD
 OR IF UNREADABLE
 ACCT. NO. + **ENTER**
 EXP. DATE + **ENTER**
SALE AMNT. + **ENTER**
>VISA / AMEX PROMPT + **ENTER**
>CLERK ID + **ENTER**
>CUSTOM PAYMENT
AUTH. CODE + **ENTER**
 IF UNREADABLE
 IMPRINT CARD

CREDIT

4
SWIPE CARD
 OR IF UNREADABLE
 ACCT. NO. + **ENTER**
 EXP. DATE + **ENTER**
CREDIT AMNT. + **ENTER**
>CLERK ID + **ENTER**

VOID

FUNC + **6** + **1**
REF. NO. + **ENTER**
SWIPE CARD
 OR IF UNREADABLE
 ACCT. NO. + **ENTER**
SALE AMNT. + **ENTER**

REPRINT RECEIPT

FUNC + **1**
REF. NO. + **ENTER**

VISA / AMEX PROMPTS

> = INSERT PROMPT
 INSERT APPLICABLE PROMPT AT **>**

VISA PROMPTS

- 1** = CARD DEPOSIT
- 2** = NO SHOW

AMEX PROMPTS

- 1** = CARD DEPOSIT
- 2** = DELAY CHARGE
- 3** = EXPRESS
- 4** = ASSURED RES
- 5** = NO SHOW

END-OF-DAY BALANCING

DAILY REPORTS

FUNC + **5** +
> = If Clerk ID ON.
1 or **>1** = TOTALS
>2 = CLERK
2 or **>3** = DETAIL
3 or **>4** = CHECK-IN
4 or **>5** = ALL

CHECK-IN REPORTS

"ALL" CHECK-IN:
FUNC + **5** + **4** + **2**
 "BY GUEST" CHECK-IN:
FUNC + **5** + **4** + **1**
GUEST/FOLIO + **ENTER**

TRANSMIT BATCH

9
TRANS COUNT + **ENTER**
NET AMNT. + **ENTER**
 Hit ***** if negative amount
 (No printer) **PRESS** **ENTER**
 until "NEW BATCH BEGINS"

OPTIONS

> = OPTIONAL STEP(S)
 FOLLOW STEP OR
 SEE SIDE 2 DETAILS.



BANK NAME
BANK PHONE
HELP DESK PH.
V NUMBER
VISA / MASTERCARD VOICE AUTH. PH.
MERCHANT NUMBER / ID
OTHER

SPECIAL OPTIONS

> = **OPTIONAL STEP(S)**
IF APPLICABLE —
FOLLOW **GOLD**
OPTIONAL STEP OR
INSERT FOLLOWING
OPTIONAL STEPS
BELOW AT >

CUSTOM PAYMENT SERVICE

TRANS. ID + **ENTER**
VALIDATION CODE
+ **ENTER**
ORIGINAL TRANS. DATE
+ **ENTER**
AUDIT INFO + **ENTER**

TERMINAL MESSAGES

CALL

Call **Voice Authorization Center**.

HOLD / CALL

Hold the card. Use Code 10 procedure.
Call **Voice Authorization Center**.

DECLINE

Request another card from cardholder.

GT 80% FULL

Terminal is beyond 80% capacity to store
captured transactions.
Transmit as soon as possible.

LOST COMM W/HOST

Line is busy at the host or there are
telephone circuit problems. Try transaction
again or call **Voice Authorization Center**.

MUST CHECK TOTS

Totals must be checked.
Print or review Totals Report.

MUST DO START-UP

Start-up function must be initiated after each
successful / unsuccessful transmission.

FUNC + **9** + **ENTER**

QD XXX or RB XXX

Quit Duplicate or Reject Batch.
Call **Help Desk**.

SERV NOT ALLOWED

Service not allowed for card type.

WAITING FOR LINE

Phone line may be in use or out of service.
Check for dial tone and all telephone
connections.