

NOTE: SOME PROMPTS MAY VARY OR NOT APPEAR BASED ON THE TERMINAL SETUP.

**Food Stamp Sale** Use this function to perform a food stamp sale transaction.

CREDIT DEBIT EBT GIFT CHECK LOYALTY	Press <b>3</b> for EBT
SALE REFUND VOUCHER	Press <b>1</b> for Sale
SWIPE CARD	Swipe card or key account number and press <b>Enter</b>
FOOD CASH STAMP BENEFIT	Press <b>4</b> for Food Stamp
ENTER INVOICE #	Key invoice number and press <b>Enter</b>
CLERK ID	Key clerk ID number and press <b>Enter</b>
ENTER AMOUNT \$0.00	Key amount and press <b>Enter</b>
ENTER PIN	Instruct customer to enter PIN and press <b>Enter</b> <i>Do not ask customer for the PIN</i>
DIALING....	Terminal communicates with the host for approval
PRINT CUSTOMER RECEIPT YES NO	Press <b>4</b> for Yes to print customer receipt
APPROVED #####	Press <b>Clear</b> to return to idle prompt

**Food Stamp Refund** Use this function to issue a Credit to a cardholder's FS account.. No cash refund is allowed.

CREDIT DEBIT EBT GIFT CHECK LOYALTY	Press <b>3</b> for EBT
SALE REFUND VOUCHER	Press <b>2</b> for Refund
SWIPE CARD	Swipe card or key account number and press <b>Enter</b>
ENTER AMOUNT \$0.00	Key refund amount and press <b>Enter</b>
ENTER PIN	Instruct customer to enter PIN and press <b>Enter</b> <i>Do not ask customer for the PIN</i>
DIALING....	Terminal communicates with the host for approval
PRINT CUSTOMER RECEIPT YES NO	Press <b>4</b> for Yes to print customer receipt
APPROVED #####	Press <b>Clear</b> to return to idle prompt

**Balance Inquiry (Food Stamp or Cash Benefit)** Use this function to obtain a cardholder's Account balance.

CREDIT DEBIT EBT GIFT CHECK LOYALTY	Press <b>3</b> for EBT
VOID CASH INQUIRY ONLY	Press <b>6</b> for Inquiry
SWIPE CARD	Swipe card or key account number and press <b>Enter</b>
FOOD CASH STAMP BENEFIT	Press <b>4</b> for Food Stamp or press <b>6</b> for Cash Benefit
ENTER PIN	Instruct customer to enter PIN and press <b>Enter</b> <i>Do not ask customer for the PIN</i>
DIALING....	Terminal communicates with the host for approval
APPROVED #####	Press <b>Clear</b> to return to idle prompt

**Cash Account (CA) Withdrawal** Use this function to withdraw cash from a cardholder's Cash Account without purchase.

CREDIT DEBIT EBT GIFT CHECK LOYALTY	Press <b>3</b> for EBT
VOID CASH INQUIRY ONLY	Press <b>5</b> for Cash Only
SWIPE CARD	Swipe card or key account number and press <b>Enter</b>
ENTER AMOUNT \$0.00	Key refund amount and press <b>Enter</b>
ENTER PIN	Instruct customer to enter PIN and press <b>Enter</b> <i>Do not ask customer for the PIN</i>
DIALING....	Terminal communicates with the host for approval
PRINT CUSTOMER RECEIPT YES NO	Press <b>4</b> for Yes to print customer receipt
APPROVED #####	Press <b>Clear</b> to return to idle prompt

**Cash Account (CA) Sale** Use this function to perform a Cash Account sale, including a sale with cash back.

CREDIT DEBIT EBT GIFT CHECK LOYALTY	Press <b>3</b> for EBT
SALE REFUND VOUCHER	Press <b>1</b> for Sale
SWIPE CARD	Swipe card or key account number and press <b>Enter</b>
FOOD CASH STAMP BENEFIT	Press <b>6</b> for Cash Benefit
ENTER AMOUNT \$0.00	Key amount and press <b>Enter</b>
ENTER PIN	Instruct customer to enter PIN and press <b>Enter</b> <i>Do not ask customer for the PIN</i>
DIALING....	Terminal communicates with the host for approval
PRINT CUSTOMER RECEIPT YES NO	Press <b>4</b> for Yes to print customer receipt
APPROVED #####	Press <b>Clear</b> to return to idle prompt

**Food Stamp Voucher Clear** Use this function to enter a Voice Authorized FS transaction into the terminal.

CREDIT DEBIT EBT GIFT CHECK LOYALTY	Press <b>3</b> for EBT
SALE REFUND VOUCHER	Press <b>3</b> for Voucher
SALE REFUND	Press <b>4</b> for Sale or press <b>6</b> for Refund
Enter Account#	Key account number and press <b>Enter</b>
ENTER AUTH CODE	Key original approval code and press <b>Enter</b>
VOUCHER NUMBER	Key voucher number and press <b>Enter</b>
ENTER AMOUNT \$0.00	Key total amount and press <b>Enter</b>
DIALING....	Terminal communicates with the host for approval
APPROVED #####	Press <b>Clear</b> to return to idle prompt

**Notes:**

The following transaction types are supported by EBT:

**Food Stamp** -- Sale, Refund, Balance Inquiry and Voucher Clear (for sale or refund).

**Cash Benefit** -- Sale with or without Cash Back, Withdrawal, and Balance Inquiry.

EBT transactions can be either swiped or manually entered. A cardholder's account number may be manually entered if the stripe cannot be read, *provided the card is present.*

Prompts may differ depending on options selected.

**EBT PROGRAM POLICIES AND GUIDELINES**

- Retailer must comply with the provisions of the Retailer Agreement and with the U.S. Department of Agriculture's Food and Nutrition Service (FNS) Food Stamp Program Guidelines.
- Retailers are not allowed to set a minimum dollar amount for an EBT transaction.
- Cardholder must enter his own PIN. Under no circumstances may a retailer or a retailer's employee enter a cardholder's PIN.
- The retailer must give the cardholder a printed receipt for each transaction. When a paper voucher is used, the cardholder must be given a copy of the voucher.
- Retailers must submit all EBT transactions on-line. Paper vouchers must be keyed into the terminal by a Voucher Clear transaction (Sale or Refund) within ten (10) days.
- Refunds made to Cash Accounts must be given in cash or store credit. There is no electronic transaction to issue a refund to a Cash Account.
- Refunds given to Food Stamp accounts must be given as a credit to the cardholder's account.

**VOUCHER CLEAR TRANSACTIONS**

Paper vouchers are used when the POS terminal is not working or the EBT host system is not available and the merchant needs to perform Food Stamp purchase and refund transactions. Vouchers are used only for Food Stamp purchases and refund transactions, not for Cash Account transactions. Once the terminal/EBT Host is working (**within 10 days**) the voucher must be entered into the terminal using the voucher clear procedure. Until this is done, the merchant will not be paid.

**General Procedures** -- The cardholder must be present at the time of the transaction, and must present a valid EBT card. Under no circumstances should a transaction be called into the Audio Response Unit (ARU) unless the card is present. Vouchers are to be accepted only for valid food stamp eligible goods. **NO EXCEPTIONS.**

**Completion of a Voucher** -- For a voucher to be honored, it must be signed by the cardholder whose name appears on the card. If a merchant completes a food stamp transaction for someone other than the cardholder, the amount of the purchased may be debited from the merchant's bank account. To be sure of your customer, verify the signature on the back of the EBT card. If any information on the voucher is falsified or altered (such as signature, card numbers, dates, or amount of purchase) the amount of the purchase may be debited from the merchant's bank account if there is a complaint. If mistakes are made on the voucher form, the voucher should be destroyed and a new one completed with the client's signature and date. No cross-outs should be made on the voucher (e.g., crossing out a card number and keying a different number). Such cross outs will be considered an alteration of the voucher form.

**EBT TRANSACTION ERROR MESSAGES**

**INVALID MERCHANT ID** Merchant calls Client Services to confirm Merchant setup. If setup is correct, call number on back of card.

**INVALID TRANSACTION** Cardholder calls number on back of card.

**INVALID ACCOUNT NUMBER** Cardholder calls number on back of card.

**DECLINED** Cardholder calls number on back of card.

**TRANSACTION NOT ALLOWED** Cardholder calls number on back of card.

**PIN TRY EXCEEDED** Cardholder calls number on back of card.

**PLEASE RETRY** Try again; if not successful, merchant calls Help Desk.

**SYSTEM ERROR.** Merchant calls Help Desk.

**DBT SW INV MER ID** Merchant calls Help Desk.

**PIN XLATE ERR** Merchant calls Help Desk.

**HOST KEY ERR** Merchant calls Help Desk.

**DEBIT T.O. RETRY** Try again; if not successful, merchant calls Help Desk.

# FIRST DATA NASHVILLE EBT INGENICO SERIES QUICK REFERENCE GUIDE

**VOICE AUTHORIZATION NUMBERS**

MC/VS \_\_\_\_\_

AX \_\_\_\_\_

DISCOVER®/NOVUS \_\_\_\_\_

EBT Please call the number on back of the customer's card.

CUSTOMER SUPPORT \_\_\_\_\_

**PROGRAMMING INFORMATION**

MC/VS Merchant Number \_\_\_\_\_

EBT Merchant FNS Number \_\_\_\_\_  
(Required only for food stamps)

Merchant ID \_\_\_\_\_ Terminal ID (TID) \_\_\_\_\_

Download telephone Number \_\_\_\_\_

**Activation:** Use this function to activate a gift card.

CREDIT DEBIT EBT Press **4** for Gift  
GIFT CHECK LOYALTY

ACTIVATE RELOAD REDEEM Press **1** for Activate

SWIPE CARD Swipe card

ACTIVATE AMOUNT \$0.00 Key amount and press **Enter**

CLERK ID Key clerk ID number and press **Enter**

DIALING..... Terminal communicates with the host for approval

PRINT CUSTOMER RECEIPT Press **4** for Yes to print customer receipt  
YES NO

APPROVED ##### Press **Clear** to return to idle prompt

**Redeem:** Use this function to redeem full or partial value from an account.

CREDIT DEBIT EBT Press **4** for Gift  
GIFT CHECK LOYALTY

ACTIVATE RELOAD REDEEM Press **3** for Redeem

REDEEM PRE POST Press **1** for Redeem  
AUTH AUTH

SWIPE CARD Swipe card or key account number and press **Enter**

REDEEM AMOUNT \$0.00 Key amount and press **Enter**

CLERK ID Key clerk ID number and press **Enter**

DIALING..... Terminal communicates with the host for approval

PRINT CUSTOMER RECEIPT Press **4** for Yes to print customer receipt  
YES NO

APPROVED ##### Press **Clear** to return to idle prompt

**Reload:** Use this function to add more value to an already activated card.

CREDIT DEBIT EBT Press **4** for Gift  
GIFT CHECK LOYALTY

ACTIVATE RELOAD REDEEM Press **2** for Reload

SWIPE CARD Swipe card or key account number and press **Enter**

RELOAD AMOUNT \$0.00 Key amount and press **Enter**

CLERK ID Key clerk ID number and press **Enter**

DIALING..... Terminal communicates with the host for approval

PRINT CUSTOMER RECEIPT Press **4** for Yes to print customer receipt  
YES NO

APPROVED ##### Press **Clear** to return to idle prompt

**Balance Inquiry:** Use this function to determine the remaining value on a card.

CREDIT DEBIT EBT Press **4** for Gift  
GIFT CHECK LOYALTY

ACTIVATE RELOAD REDEEM Press **5** for Inquiry  
BACK INQUIRY MORE

SWIPE CARD Swipe card or key account number and press **Enter**

DIALING... Terminal communicates to the host for information.

APPROVED ##### Press **Clear** to return to idle prompt

**Balance Transfer:** Use this function to transfer all the value from one card to another non-activated card.

CREDIT DEBIT EBT Press **4** for Gift  
GIFT CHECK LOYALTY

ACTIVATE RELOAD REDEEM Press **6** for More  
BACK INQUIRY MORE

CASH TRANSFER VOID Press **2** for Transfer  
OUT

ENTER OLD CARD # Key account number and press **Enter**

SWIPE NEW CARD Swipe new card

CLERK ID Key clerk ID number and press **Enter**

DIALING..... Terminal communicates with the host for approval

PRINT CUSTOMER RECEIPT Press **4** for Yes to print customer receipt  
YES NO

APPROVED ##### Press **Clear** to return to idle prompt

**Close:** Use this function to clear all the current Gift Card transactions in the terminal.

CREDIT DEBIT EBT Press **4** for Gift  
GIFT CHECK LOYALTY

ACTIVATE RELOAD REDEEM Press **6** for More  
BACK INQUIRY MORE

BACK CLOSE MORE Press **5** for Close

CLOSE BATCH? Press **4** for Yes to close batch  
YES NO

PRINTING REPORT... Close report prints.

GIFT CARD Press **Clear** to return to idle prompt  
BATCH CLOSE  
COMPLETE

**Duplicate Receipt:** Use this function to reprint any transaction in the current Gift Card batch.

CREDIT DEBIT EBT Press **4** for Gift  
GIFT CHECK LOYALTY

ACTIVATE RELOAD REDEEM Press **6** for More  
BACK INQUIRY MORE

BACK CLOSE MORE Press **6** for More

REPRINT VIEW PRINT Press **1** for Reprint  
KFDL REPORT REPORT

ENTER INVOICE # Key invoice/trans # press **Enter**

PRINT CUSTOMER RECEIPT Press **4** for Yes to print customer receipt  
YES NO

REPRINT VIEW VIEW Press **Clear** to return to idle prompt  
KFDL REPORT REPORT

**Reports:** Use this function to print a report of transactions in the current Gift Card batch.

CREDIT DEBIT EBT Press **4** for Gift  
GIFT CHECK LOYALTY

ACTIVATE RELOAD REDEEM Press **6** for More  
BACK INQUIRY MORE

BACK CLOSE MORE Press **6** for More

REPRINT VIEW PRINT Press **3** for Print Report  
KFDL REPORT REPORT

NET CARD SERVER Press desired option  
TOTALS DETAILS DETAILS

CLERK ID Key clerk ID number and press **Enter**

PRINTING REPORT... Press **Clear** to return to idle prompt  
NET CARD SERVER  
TOTALS DETAILS DETAILS

**View Transactions:** Use this function to view transactions in the current Gift Card batch.

CREDIT DEBIT EBT Press **4** for Gift  
GIFT CHECK LOYALTY

ACTIVATE RELOAD REDEEM Press **6** for More  
BACK INQUIRY MORE

BACK CLOSE MORE Press **6** for More

REPRINT VIEW PRINT Press **2** for View Report  
KFDL REPORT REPORT

NET CARD SERVER Press desired option  
TOTALS DETAILS DETAILS

ENTER INVOICE/TRAN # Key invoice/transaction number and press **Enter**  
CLERK ID Key clerk id and press **Enter**

<card/trans type> <invoice #> Press right/left arrow for next transaction or press **Clear**  
<clerk> <approval code> to return to idle prompt.  
<amount>  
<card number>  
<PREV VOID NEXT>

**Cash Out:** This function allows the consumer to receive all of the stored value on an activated card as cash.

CREDIT DEBIT EBT GIFT CHECK LOYALTY	Press <b>4</b> for Gift
ACTIVATE RELOAD REDEEM BACK INQUIRY MORE	Press <b>6</b> for More
CASH TRANSFER VOID OUT	Press <b>1</b> for Cash Out
SWIPE CARD	Swipe card or key account number and press <b>Enter</b>
CLERK ID	Key clerk ID number and press <b>Enter</b>
DIALING.....	Terminal communicates with the host for approval
PRINT CUSTOMER RECEIPT YES NO	Press <b>4</b> for Yes to print customer receipt
APPROVED ##### PAYOUT \$0.00	Press <b>Clear</b> to return to idle prompt.

**Void:** Use this procedure to void a previous Gift Card transaction in the current batch.

CREDIT DEBIT EBT GIFT CHECK LOYALTY	Press <b>4</b> for Gift
ACTIVATE RELOAD REDEEM BACK INQUIRY MORE	Press <b>6</b> for More
CASH TRANSFER VOID OUT	Press <b>3</b> for Void
ENTER INVOICE #	Key invoice number and press <b>Enter</b>
<card/trans type> <invoice #> <clerk> <approval code> <amount> <card number> <PREV VOID NEXT>	Press <b>5</b> for Void
VOID TRANS? YES NO	Press <b>4</b> for Yes
PRINT CUSTOMER RECEIPT YES NO	Press <b>4</b> for Yes to print customer receipt
<card/trans type> <invoice #> <clerk> <approval code> <amount> <card number> <PREV VOID NEXT>	Press <b>Clear</b> two times to return to idle prompt

**Pre Auth:** Use this function to obtain pre-authorization for an estimated amount.

CREDIT DEBIT EBT GIFT CHECK LOYALTY	Press <b>4</b> for Gift
ACTIVATE RELOAD REDEEM	Press <b>3</b> for Redeem
REDEEM PRE POST AUTH AUTH	Press <b>2</b> for Pre Auth
SWIPE CARD	Swipe card or key account number and press <b>Enter</b>
PRE-AUTH AMOUNT \$0.00	Key pre-auth amount and press <b>Enter</b>
CLERK ID	Key clerk ID number and press <b>Enter</b>
DIALING.....	Terminal communicates with the host for approval
PRINT CUSTOMER RECEIPT YES NO	Press <b>4</b> for Yes to print customer receipt
APPROVED #####	Press <b>Clear</b> to return to idle prompt

**Post Auth:** Use this function to capture a Voice Authorization or Authorization Only in the current, unsettled batch.

CREDIT DEBIT EBT GIFT CHECK LOYALTY	Press <b>4</b> for Gift
ACTIVATE RELOAD REDEEM	Press <b>3</b> for Redeem
REDEEM PRE POST AUTH AUTH	Press <b>3</b> for Post Auth
ENTER TRANS #	Key trans # and press <b>Enter</b>
CONFIRM TRANS <trans number> <card number> YES NO	Press <b>4</b> for Yes to confirm transaction
SALE AMOUNT \$0.00	Key amount and press <b>Enter</b>
TIP AMOUNT \$0.00	Key tip amount and press <b>Enter</b>
CLERK ID	Key clerk ID number and press <b>Enter</b>
DIALING.....	Terminal communicates with the host for approval
PRINT CUSTOMER RECEIPT YES NO	Press <b>4</b> for Yes to print customer receipt
APPROVED #####	Press <b>Clear</b> to return to idle prompt

# FIRST DATA NASHVILLE GIFT CARD INGENICO SERIES QUICK REFERENCE GUIDE

**VOICE AUTHORIZATION NUMBERS**

MC/VS \_\_\_\_\_

AX \_\_\_\_\_

DISCOVER/NOVUS \_\_\_\_\_

OTHER \_\_\_\_\_

CUSTOMER SUPPORT \_\_\_\_\_

**PROGRAMMING INFORMATION**

Merchant Number \_\_\_\_\_

FDMS<sup>SM</sup> Merchant ID (MID) \_\_\_\_\_

FDMS<sup>SM</sup> Terminal ID (TID) \_\_\_\_\_

Download Telephone Number \_\_\_\_\_

Touch Tone or Rotary Dial \_\_\_\_\_

NOTE: SOME PROMPTS MAY VARY OR NOT APPEAR BASED ON THE TEMRINAL SETUP.

**LOYALTY ACCOUNT ACTIVATION.** Use this procedure to activate a loyalty account at the point of sale terminal.

CREDIT DEBIT EBT GIFT CHECK LOYALTY	Press <b>6</b> for Loyalty
SALE REDEEM ADD <BACK INQUIRY MORE>	Press <b>3</b> for Add
LOYALTY ADD SWIPE CARD	Swipe Card
CLERK ID	Key clerk ID number and press <b>Enter</b>
DIALING.....	Terminal communicates with the host for approval
PRINT CUSTOMER RECEIPT YES NO	Press <b>4</b> for Yes to print customer receipt
LOYALTY CARD ACTIVATED	Press <b>Clear</b> to return to idle prompt

**LOYALTY CASH TRANSACTION.** Use this function to perform a cash transaction when a loyalty card is present.

CREDIT DEBIT EBT GIFT CHECK LOYALTY	Press <b>6</b> for Loyalty
SALE REDEEM ADD <BACK INQUIRY MORE>	Press <b>1</b> for Sale
LOYALTY ADD SWIPE CARD	Swipe Card
CLERK ID	Key clerk ID number and press <b>Enter</b>
LOYALTY CASH SALE ENTER AMOUNT \$0.00	Key amount and press <b>Enter</b>
DIALING.....	Terminal communicates with the host for approval
PRINT CUSTOMER RECEIPT YES NO	Press <b>4</b> for Yes to print customer receipt
LOYALTY SALE FINAL AMOUNT \$0.00	Press <b>Clear</b> to return to idle prompt

**POINTS REDEMPTION.** Use this procedure when a loyalty account is used to redeem points for payment.

CREDIT DEBIT EBT GIFT CHECK LOYALTY	Press <b>6</b> for Loyalty
SALE REDEEM ADD <BACK INQUIRY MORE>	Press <b>2</b> for Redeem
LOYALTY REDEEM SWIPE CARD	Swipe card or manually key card number and press <b>Enter</b>
CLERK ID	Key clerk number and press <b>Enter</b>
ENTER # OF POINTS	Key number of points and press <b>Enter</b>
DIALING.....	Terminal communicates with the host for approval
PRINT CUSTOMER RECEIPT YES NO	Press <b>4</b> for Yes to print customer receipt
LOYALTY REDEEM COMPLETE	Press <b>Clear</b> to return to idle prompt

**LOYALTY REPRINT** Use this function to reprint the last loyalty transaction stored in the terminal's memory.

CREDIT DEBIT EBT GIFT CHECK LOYALTY	Press <b>6</b> for Loyalty
SALE REDEEM ADD <BACK INQUIRY MORE>	Press <b>6</b> for More
REPORT REVERSE REPRINT <BACK INQUIRY MORE>	Press <b>3</b> for Reprint
PRINT CUSTOMER RECEIPT YES NO	Press <b>4</b> for Yes to print customer receipt
LOYALTY REDEEM COMPLETE	Press <b>Clear</b> to return to idle prompt

**LOYALTY INQUIRY** Use this function to perform an Inquiry about the status of an account.

CREDIT DEBIT EBT GIFT CHECK LOYALTY	Press <b>6</b> for Loyalty
SALE REDEEM ADD <BACK INQUIRY MORE>	Press <b>5</b> for Inquiry
LOYALTY INQUIRY SWIPE CARD	Swipe card or manually key card number and press <b>Enter</b>
CLERK ID	Key clerk ID number and press <b>Enter</b>
DIALING.....	Terminal communicates with the host
LOYALTY INQUIRY COMPLETE	Press <b>Clear</b> to return to idle prompt

**LOYALTY REPORT.** Use this function to print a POS status report for loyalty transactions.

CREDIT DEBIT EBT GIFT CHECK LOYALTY	Press <b>6</b> for Loyalty
SALE REDEEM ADD <BACK INQUIRY MORE>	Press <b>6</b> for More
REPORT REVERSE REPRINT <BACK INQUIRY MORE>	Press <b>1</b> for Report
DIALING.....	Terminal communicates with the host
LOYALTY REPORT COMPLETE	Press <b>Clear</b> to return to idle prompt

**Credit Card Payment with Separate Loyalty Card Used for Loyalty.** Use this function to make a purchase using credit card and a standalone loyalty card is present..

CREDIT DEBIT EBT	Press <b>1</b> for Credit
SALE REFUND FORCE	Press <b>1</b> for Sale
CREDIT SALE SWIPE CARD	Swipe card or manually key card number and press <b>Enter</b>
<CARD TYPE> SALE ENTER AMOUNT \$0.00	Key amount and press <b>Enter</b>
LOYALTY CARD PRESENT? YES NO	Press <b>4</b> for Yes if the loyalty card is present or Press <b>6</b> for No if the loyalty card is not present
LOYALTY SWIPE CARD	Swipe card or manually key card number and press <b>Enter</b> *If customers credit card is setup as loyalty, you will reswipe the credit card*
DIALING.....	Terminal communicates with the host for approval
PRINT CUSTOMER RECEIPT YES NO	Press <b>4</b> for Yes to print customer receipt
APPROVED OK 0000-00	Press <b>Clear</b> to return to idle prompt

**LOYALTY REVERSAL** Use this function to reverse a previously approved loyalty award transaction.

CREDIT DEBIT EBT GIFT CHECK LOYALTY	Press <b>6</b> for Loyalty
SALE REDEEM ADD <BACK INQUIRY MORE>	Press <b>6</b> for More
REPORT REVERSE REPRINT <BACK INQUIRY MORE	Press <b>2</b> for Reverse
ENTER PASSWORD	Key password and press <b>Enter</b>
REVERSE SALE SWIPE CARD	Swipe card or manually key card number and press <b>Enter</b>
CLERK ID	Key clerk ID number and press <b>Enter</b>
RECEIPT LID	Key the loyalty transaction ID press <b>Enter</b>
DIALING.....	Terminal communicates with the host
PRINT CUSTOMER RECEIPT YES NO	Press <b>4</b> for Yes to print customer receipt
LOYALTY REVERSAL COMPLETE	Press <b>Clear</b> to return to idle prompt

**Debit Card Payment with Separate Loyalty Card Used for Loyalty** Use this function to make a purchase using debit card and a standalone loyalty card is present.

CHECK CREDIT DEBIT	Press <b>2</b> for Debit
DEBIT SWIPE CARD	Swipe card on terminal or pin pad <b>Debit card can't be manually keyed</b>
<CARD TYPE> SALE ENTER AMOUNT \$0.00	Key amount and press <b>Enter</b>
SALE AMOUNT <amount> CASH BACK AMT \$0.00	Key cash back amount and press <b>Enter</b>
ENTER PIN	Instruct customer to enter PIN and press <b>Enter</b> <b>Do not ask customer for the PIN</b>
LOYALTY CARD PRESENT? YES NO	Press <b>4</b> for Yes if the loyalty card is present or Press <b>6</b> for No if the loyalty card is not present
LOYALTY SWIPE CARD	Swipe card or manually key card number and press <b>Enter</b> *If customers debit card is setup as loyalty, you will reswipe the debit card*
DIALING.....	Terminal communicates with the host for approval
PRINT CUSTOMER RECEIPT YES NO	Press <b>4</b> for Yes to print customer receipt
APPROVED OK 0000-00	Press <b>Clear</b> to return to idle prompt

# FIRST DATA NASHVILLE LOYALTY INGENICO SERIES QUICK REFERENCE GUIDE

**VOICE AUTHORIZATION NUMBERS**

MC/VS \_\_\_\_\_

AMEX \_\_\_\_\_

DISCOVER/NOVUS \_\_\_\_\_

OTHER \_\_\_\_\_

CUSTOMER SUPPORT \_\_\_\_\_

**PROGRAMMING INFORMATION**

Merchant Number \_\_\_\_\_

Merchant ID (MID) \_\_\_\_\_

Terminal ID (TID) \_\_\_\_\_

Download Telephone Number \_\_\_\_\_

Touch Tone or Rotary Dial \_\_\_\_\_

NOTE: SOME PROMPTS MAY VARY OR NOT APPEAR BASED ON THE TERMINAL SETUP.

**SALE (Swiped or Manually Keyed)** Use this function to authorize and capture transactions for settlement. If the magnetic stripe is unreadable and a manual entry of the card is necessary, you must obtain a card imprint on the sales slip using a manual imprinter as verification that the card is present. Some prompts may vary or not appear.

CREDIT DEBIT EBT	Press <b>1</b> for Credit
SALE REFUND FORCE	Press <b>1</b> for Sale
CREDIT SALE SWIPE CARD	Swipe card or manually key card number and press <b>Enter</b>
LAST FOUR MATCH? #### YES NO	Press <b>4</b> for Yes if the last 4 digits of the card match or press <b>6</b> for No if the last 4 digits of the card do not match
EXPIRE DATE MMY	Key expiration date and press <b>Enter</b>
CLERK ID	Key clerk ID number and press <b>Enter</b>
TABLE NUMBER	Key table number and press <b>Enter</b>
<CARD TYPE> SALE ENTER AMOUNT \$0.00	Key amount and press <b>Enter</b>
BASE AMOUNT <amount> TIP AMOUNT <amount>	Key tip amount and press <b>Enter</b>
DIALING.....	Terminal communicates with the host for approval
PRINT CUSTOMER RECEIPT YES NO	Press <b>4</b> for Yes to print customer receipt
APPROVED OK 0000	Press <b>Clear</b> to return to idle prompt

**DEBIT SALE (with Cash Back)** Use this function to authorize and capture transactions for settlement. Some prompts may vary or not appear.

CHECK CREDIT DEBIT	Press <b>2</b> for Debit
DEBIT SWIPE CARD	Swipe card on terminal or pin pad <i>Debit card can't be manually keyed</i>
<CARD TYPE> SALE ENTER AMOUNT \$0.00	Key amount and press <b>Enter</b>
BASE AMOUNT <amount> TIP AMOUNT <amount>	Key tip amount and press <b>Enter</b>
BASE AMOUNT <amount> TIP AMOUNT <amount> CASH BACK AMT \$0.00	Key cash back amount and press <b>Enter</b>
ENTER PIN	Instruct customer to enter PIN and press <b>Enter</b> <i>Do not ask customer for the PIN</i>
DIALING.....	Terminal communicates with the host for approval
PRINT CUSTOMER RECEIPT YES NO	Press <b>4</b> for Yes to print customer receipt
DEBIT SALE APPROVED 000000	Press <b>Clear</b> to return to idle prompt

**AUTHORIZATION ONLY** This procedure is to authorize a credit card transaction. This will not capture in the terminal. Some prompts may vary or not appear.

CREDIT DEBIT EBT	Press <b>1</b> for Credit
<BACK TIPS MORE>	Press <b>6</b> for More
AUTH TABS CLOSE	Press <b>1</b> for Auth
AUTH ONLY SALE SWIPE CARD	Swipe card or manually key card number and press <b>Enter</b>
EXPIRE DATE MMY	Key expiration date and press <b>Enter</b>
<CARD TYPE> AUTH ONLY ENTER AMOUNT \$0.00	Key authorization amount and press <b>Enter</b>
DIALING.....	Terminal communicates with the host for approval
PRINT CUSTOMER RECEIPT YES NO	Press <b>4</b> for Yes to print customer receipt
APPROVED OK 0000	Press <b>Clear</b> to return to idle prompt

**REFUND** Use this function to issue a credit to the cardholder's account for goods or services. Some prompts may vary or not appear.

CREDIT DEBIT EBT	Press <b>1</b> for Credit
SALE REFUND FORCE	Press <b>2</b> for Refund
CREDIT REFUND SWIPE CARD	Swipe card or manually key card number and press <b>Enter</b>
EXPIRE DATE MMY	Key expiration date and press <b>Enter</b>
<CARD TYPE> REFUND ENTER AMOUNT \$0.00	Key amount and press <b>Enter</b>
PRINT CUSTOMER RECEIPT YES NO	Press <b>4</b> for Yes to print customer receipt
<CARD TYPE> REFUND APPROVED	Press <b>Clear</b> to return to idle prompt

**TIP ADJUSTMENT** Use this function to add the tip amount to a transaction that is in the current batch. Some prompts may vary or not appear.

CREDIT DEBIT EBT	Press <b>1</b> for Credit
<BACK TIPS MORE>	Press <b>5</b> for Tips
ENTER INVOICE #	Key invoice number and press <b>Enter</b>
<card/trans type> <invoice #> <clerk> <approval code> <tip amount> <card number> <PREV EDIT NEXT>	Press <b>5</b> for Edit
NEW TIP \$0.00	Key tip amount press <b>Enter</b>
<card/trans type> <invoice #> <clerk> <approval code> <tip amount> <card number> <PREV EDIT NEXT>	Press <b>Clear</b> to return to idle prompt

**VOID** Use this function to delete a transaction that is in the current batch. Some prompts may vary or not appear.

CREDIT DEBIT EBT	Press <b>1</b> for Credit
<BACK TIPS MORE>	Press <b>6</b> for More two times
VOID VIEW PRINT TRANS REPORT REPORT	Press <b>1</b> for Void Trans
ENTER INVOICE # TO VOID	Key invoice number and press <b>Enter</b>
<card/trans type> <invoice #> <clerk> <approval code> <amount> <card number> <PREV VOID NEXT>	Press <b>5</b> for Void
VOID TRANS? YES NO	Press <b>4</b> for Yes
PRINT CUSTOMER RECEIPT YES NO	Press <b>4</b> for Yes to print customer receipt
<card/trans type> <invoice #> <clerk> <approval code> <amount> <card number> <PREV VOID NEXT>	Press <b>Clear</b> two times to return to idle prompt

**FORCE SALE** Use this function to capture transactions when voice approval has been obtained. Some prompts may vary or not appear.

CREDIT DEBIT EBT	Press <b>1</b> for Credit
SALE REFUND FORCE	Press <b>3</b> for Force
CREDIT FORCE SWIPE CARD	Swipe card or manually key card number and press <b>Enter</b>
EXPIRE DATE MMY	Key expiration date and press <b>Enter</b>
<CARD TYPE> FORCE SALE ENTER AMOUNT \$0.00	Key amount and press <b>Enter</b>
ENTER AUTH CODE	Key authorization number that was obtained by the voice authorization center and press <b>Enter</b>
PRINT CUSTOMER RECEIPT YES NO	Press <b>4</b> for Yes to print customer receipt
APPROVED OK 0000	Press <b>Clear</b> to return to idle prompt

**REPRINT** Use this function to reprint the last transaction or any transaction stored in the terminal's memory. Some prompts may vary or not appear.

CREDIT DEBIT EBT	Press <b>1</b> for Credit
<BACK TIPS MORE>	Press <b>6</b> for More two times
<BACK REPRINT MORE>	Press <b>5</b> for Reprint
ENTER INVOICE #	Key invoice number and press <b>Enter</b> or press <b>Enter</b> to reprint last receipt
PRINT CUSTOMER RECEIPT YES NO	Press <b>4</b> for Yes to print customer receipt
<BACK REPRINT MORE>	Press <b>Clear</b> to return to idle prompt

**TAB PROCESSING** Use this function to open, close or void tab transactions. *Some prompts may vary or not appear.*

CREDIT DEBIT EBT	Press <b>1</b> for Credit
<BACK TIPS MORE>	Press <b>6</b> for More
AUTH TABS CLOSE	Press <b>2</b> for Tabs
OPEN CLOSE VOID	Press the desired option, follow terminal prompts to complete transaction. Press <b>Clear</b> to return to idle prompt

**REVIEWS** Various types of detail and totals reviews can be generated for transactions in the current batch (transactions that have not yet been settled). *Some prompts may vary or not appear.*

CREDIT DEBIT EBT	Press <b>1</b> for Credit
<BACK TIPS MORE>	Press <b>6</b> for More two times
VOID VIEW PRINT TRANS REPORT REPORT	Press <b>2</b> for View Report
NET CARD CARD TOTALS TOTALS DETAILS	Press the desired number to print the report
TERMINAL MAY PROMPT: INVOICE # OR CLERK ID	Key invoice or clerk number and press <b>Enter</b>
<card/trans type> <invoice #> <clerk> <approval code> <amount> <card number> <PREV EDIT NEXT>	Press <b>6</b> for Next to scroll through other transactions or press <b>Clear</b> to return to idle prompt.

**REPORTS** Various types of detail and totals reports can be generated for transactions in the current batch (transactions that have not yet been settled). *Some prompts may vary or not appear.*

CREDIT DEBIT EBT	Press <b>1</b> for Credit
<BACK TIPS MORE>	Press <b>6</b> for More two times
VOID VIEW PRINT TRANS REPORT REPORT	Press <b>3</b> for Print Report
NET CARD CARD TOTALS TOTALS DETAILS	Press the desired number to print the report
PRINTING .....	Press <b>Clear</b> to return to idle prompt

**SETTLE** Use this function at the end of each day to settle the batch for payment and clear your terminal of transaction information. *These procedures are only necessary if Auto Close is disabled. Some prompts may vary or not appear.*

CREDIT DEBIT EBT	Press <b>1</b> for Credit
<BACK TIPS MORE>	Press <b>6</b> for More
AUTH TABS CLOSE	Press <b>3</b> for Close
TOTALS CORRECT? \$0.00 YES NO	Press <b>4</b> for Yes to confirm close
DIALING.....	Terminal communicates with the host for approval
BATCH CLOSE COMPLETE	Press <b>Clear</b> to return to idle prompt

**REPORTS** Various types of detail and totals reports can be generated for transactions in the current batch (transactions that have not yet been settled). *Some prompts may vary or not appear.*

CREDIT DEBIT EBT	Press <b>1</b> for Credit
<BACK TIPS MORE>	Press <b>6</b> for More two times
VOID VIEW PRINT TRANS REPORT REPORT	Press <b>3</b> for Print Report
NET CARD CARD TOTALS TOTALS DETAILS	Press the desired number to print the report
TERMINAL MAY PROMPT: INVOICE # OR CLERK ID	Key invoice or clerk number and press <b>Enter</b>
<card/trans type> <invoice #> <clerk> <approval code> <amount> <card number> <PREV EDIT NEXT>	Press <b>6</b> for Next to scroll through other transactions or press <b>Clear</b> to return to idle prompt.
CREDIT DEBIT EBT	Press <b>1</b> for Credit
<BACK TIPS MORE>	Press <b>6</b> for More two times
VOID VIEW PRINT TRANS REPORT REPORT	Press <b>2</b> for View Report

**OPEN TAB/TIP REPORT** Use this function to print a report showing all transactions with open tab/tips in the current batch (transactions that have not yet been settled). *Some prompts may vary or not appear.*

CREDIT DEBIT EBT	Press <b>1</b> for Credit
<BACK TIPS MORE>	Press <b>6</b> for More two times
VOID VIEW PRINT TRANS REPORT REPORT	Press <b>3</b> for Print Report
NET CARD CARD TOTALS TOTALS DETAILS	Press the desired number to print the report
PRINTING .....	Press <b>Clear</b> to return to idle prompt

# FIRST DATA NASHVILLE RESTAURANT INGENICO SERIES QUICK REFERENCE GUIDE

## VOICE AUTHORIZATION NUMBERS

MC/VS	_____
AMEX	_____
DISCOVER/NOVUS	_____
OTHER	_____
CUSTOMER SUPPORT	_____

## PROGRAMMING INFORMATION

Merchant Number	_____
Merchant ID (MID)	_____
Terminal ID (TID)	_____
Download Telephone Number	_____
Touch Tone or Rotary Dial	_____

NOTE: SOME PROMPTS MAY VARY OR NOT APPEAR BASED ON THE TERMINAL SETUP.

**SALE (Swiped or Manually Keyed)** Use this function to authorize and capture transactions for settlement. If the magnetic stripe is unreadable and a manual entry of the card is necessary, you must obtain a card imprint on the sales slip using a manual imprinter as verification that the card is present. Some prompts may vary or not appear.

CREDIT DEBIT EBT Press **1** for Credit

SALE REFUND FORCE Press **1** for Sale

CREDIT SALE SWIPE CARD Swipe card or manually key card number and press **Enter**

LAST FOUR MATCH? #### Press **4** for Yes if the last 4 digits of the card match or press **6** for No if the last 4 digits of the card do not match  
YES NO

EXPIRE DATE MMY Y Key expiration date and press **Enter**

CARD PRESENT? Press **4** for Yes if the card is present or Press **6** for No if the card is not present  
YES NO

ENTER INVOICE # Key invoice number and press **Enter**

CLERK ID Key clerk ID number and press **Enter**

RECURRING? Press **4** for Yes if it's a recurring transaction or Press **6** for No if it's not a recurring transaction  
YES NO

EAMIL OR WEB? Press **4** for Yes if this is an E-Commerce transaction or press **6** for No if this is not an E-Commerce transaction  
YES NO

ENTER CARD CODE Key in 3 digit card code and press **Enter** or press **Enter** for other options. *The card code can be found on the signature line of the customer's credit card.*  
YES NO  
Press desired option.

NO CODE CAN'T SKIP READ  
-BACK

<CARD TYPE> SALE Key amount and press **Enter**  
ENTER AMOUNT \$0.00

BASE AMOUNT <amount> Key tip amount and press **Enter**  
TIP AMOUNT <amount>

ADDRESS Key the first 5 digits of the customer's address and press **Enter**

ZIP CODE Key customer's zip code and press **Enter**

DIALING..... Terminal communicates with the host for approval

TAX AMOUNT \$0.00 Key tax amount and press **Enter**

TAX EXEMPT? Press **4** for Yes if transaction is tax exempt or press **6** for No if transaction is not tax exempt  
YES NO

PRINT CUSTOMER RECEIPT Press **4** for Yes to print customer receipt  
YES NO

APPROVED OK 0000 Press **Clear** to return to idle prompt

**DEBIT SALE (with Cash Back)** Use this function to authorize and capture transactions for settlement. Some prompts may vary or not appear.

CHECK CREDIT DEBIT Press **2** for Debit

DEBIT SWIPE CARD Swipe card on terminal or pin pad  
*Debit card can't be manually keyed*

<CARD TYPE> SALE Key amount and press **Enter**  
ENTER AMOUNT \$0.00

SALE AMOUNT <amount> Key cash back amount and press **Enter**  
CASH BACK AMT \$0.00

ENTER PIN Instruct customer to enter PIN and press **Enter** *Do not ask customer for the PIN*

DIALING..... Terminal communicates with the host for approval

PRINT CUSTOMER RECEIPT Press **4** for Yes to print customer receipt  
YES NO

DEBIT SALE APPROVED 000000 Press **Clear** to return to idle prompt

**AUTHORIZATION ONLY** This procedure is to authorize a credit card transaction. This will not capture in the terminal. Some prompts may vary or not appear.

CREDIT DEBIT EBT Press **1** for Credit

<BACK TIPS MORE> Press **6** for More

AUTH TABS CLOSE Press **1** for Auth

AUTH ONLY SALE SWIPE CARD Swipe card or manually key card number and press **Enter**

EXPIRE DATE MMY Y Key expiration date and press **Enter**

<CARD TYPE> AUTH ONLY Key authorization amount and press **Enter**  
ENTER AMOUNT \$0.00

DIALING..... Terminal communicates with the host for approval

PRINT CUSTOMER RECEIPT Press **4** for Yes to print customer receipt  
YES NO

APPROVED OK 0000 Press **Clear** to return to idle prompt

**REFUND** Use this function to issue a credit to the cardholder's account for goods or services. Some prompts may vary or not appear.

CREDIT DEBIT EBT Press **1** for Credit

SALE REFUND FORCE Press **2** for Refund

CREDIT REFUND SWIPE CARD Swipe card or manually key card number and press **Enter**

EXPIRE DATE MMY Y Key expiration date and press **Enter**

<CARD TYPE> REFUND Key amount and press **Enter**  
ENTER AMOUNT \$0.00

PRINT CUSTOMER RECEIPT Press **4** for Yes to print customer receipt  
YES NO

<CARD TYPE> REFUND Press **Clear** to return to idle prompt  
APPROVED

**VOID** Use this function to delete a transaction that is in the current batch. Some prompts may vary or not appear.

CREDIT DEBIT EBT Press **1** for Credit

<BACK TIPS MORE> Press **6** for More two times

VOID VIEW PRINT TRANS REPORT REPORT Press **1** for Void Trans

ENTER INVOICE # TO VOID Key invoice number and press **Enter**

<card/trans type> <invoice #> Press **5** for Void  
<clerk> <approval code>  
<amount>  
<card number>  
<PREV VOID NEXT>

VOID TRANS? Press **4** for Yes  
YES NO

PRINT CUSTOMER RECEIPT Press **4** for Yes to print customer receipt  
YES NO

<card/trans type> <invoice #> Press **Clear** two times to return to idle prompt  
<clerk> <approval code>  
<amount>  
<card number>  
<PREV VOID NEXT>

**FORCE SALE** Use this function to capture transactions when voice approval has been obtained. Some prompts may vary or not appear.

CREDIT DEBIT EBT Press **1** for Credit

SALE REFUND FORCE Press **3** for Force

CREDIT FORCE SWIPE CARD Swipe card or manually key card number and press **Enter**

EXPIRE DATE MMY Y Key expiration date and press **Enter**

<CARD TYPE> FORCE SALE Key amount and press **Enter**  
ENTER AMOUNT \$0.00

ENTER AUTH CODE Key authorization number that was obtained by the voice authorization center and press **Enter**

PRINT CUSTOMER RECEIPT Press **4** for Yes to print customer receipt  
YES NO

APPROVED OK 0000 Press **Clear** to return to idle prompt

**REPRINT** Use this function to reprint the last transaction or any transaction stored in the terminal's memory. Some prompts may vary or not appear.

CREDIT DEBIT EBT Press **1** for Credit

<BACK TIPS MORE> Press **6** for More two times

<BACK REPRINT MORE> Press **5** for Reprint

ENTER INVOICE # Key invoice number and press **Enter** or press **Enter** to reprint last receipt

PRINT CUSTOMER RECEIPT Press **4** for Yes to print customer receipt  
YES NO

<BACK REPRINT MORE> Press **Clear** to return to idle prompt

# FIRST DATA NASHVILLE RETAIL INGENICO SERIES QUICK REFERENCE GUIDE

**TIP ADJUSTMENT** Use this function to add the tip amount to a transaction that is in the current batch. Some prompts may vary or not appear.

CREDIT DEBIT EBT Press **1** for Credit

<BACK TIPS MORE> Press **5** for Tips

ENTER INVOICE # Key invoice number and press **Enter**

<card/trans type> <invoice #>  
<clerk> <approval code>  
<tip amount>  
<card number>  
<PREV EDIT NEXT> Press **5** for Edit

NEW TIP Key tip amount press **Enter**  
\$0.00

<card/trans type> <invoice #>  
<clerk> <approval code>  
<tip amount>  
<card number>  
<PREV EDIT NEXT> Press **Clear** to return to idle prompt

**BALANCE INQUIRY** Use this function to perform a Balance Inquiry. Some prompts may vary or not appear.

CREDIT DEBIT EBT Press **1** for Credit

<BACK TIPS MORE> Press **6** for More

<BACK INQUIRY MORE> Press **5** for Inquiry

CREDIT INQUIRY Swipe card or manually key card number and press **Enter**  
SWIPE CARD

EXPIRE DATE MMY Key expiration date and press **Enter**

DIALING... Terminal communicates with the host

APPROVED OK 0000 Press **Clear** to return to idle prompt

**REVIEWS** Various types of detail and totals reviews can be generated for transactions in the current batch (transactions that have not yet been settled). Some prompts may vary or not appear.

CREDIT DEBIT EBT Press **1** for Credit

<BACK TIPS MORE> Press **6** for More two times

VOID VIEW PRINT Press **2** for View Report  
TRANS REPORT REPORT

NET CARD CARD Press the desired number to print the report  
TOTALS TOTALS DETAILS

TERMINAL MAY PROMPT: Key invoice or clerk number and press **Enter**  
INVOICE # OR CLERK ID

<card/trans type> <invoice #>  
<clerk> <approval code>  
<amount>  
<card number>  
<PREV EDIT NEXT> Press **6** for Next to scroll through other transactions or press **Clear** to return to idle prompt.

**REPORTS** Various types of detail and totals reports can be generated for transactions in the current batch (transactions that have not yet been settled). Some prompts may vary or not appear.

CREDIT DEBIT EBT Press **1** for Credit

<BACK TIPS MORE> Press **6** for More two times

VOID VIEW PRINT Press **3** for Print Report  
TRANS REPORT REPORT

NET CARD CARD Press the desired number to print the report  
TOTALS TOTALS DETAILS

PRINTING ..... Press **Clear** to return to idle prompt

**SETTLE** Use this function at the end of each day to settle the batch for payment and clear your terminal of transaction information. These procedures are only necessary if Auto Close is disabled. Some prompts may vary or not appear.

CREDIT DEBIT EBT Press **1** for Credit

<BACK TIPS MORE> Press **6** for More

AUTH TABS CLOSE Press **3** for Close

TOTALS CORRECT? \$0.00 Press **4** for Yes to confirm close  
YES NO

DIALING..... Terminal communicates with the host for approval

BATCH CLOSE COMPLETE Press **Clear** to return to idle prompt

**PARTIAL APPROVAL** Use this function to process a partial approval transaction. Some prompts may vary or not appear.

CREDIT DEBIT EBT Press **1** for Credit

SALE REFUND FORCE Press **1** for Sale

CREDIT SALE Swipe card or manually key card number and press **Enter**  
SWIPE CARD

EXPIRE DATE MMY Key expiration date and press **Enter**

VISA SALE Key amount and press **Enter**  
ENTER AMOUNT \$0.00

DIALING..... Terminal communicates with the host for approval

COLLECT \$0.00 Press **4** for Yes to accept partial payment amount or press  
ACCEPT PARTIAL AMOUNT **6** for No to not accept partial payment amount  
YES NO

PRINT CUSTOMER RECEIPT Press **4** for Yes to print customer receipt  
YES NO

APPROVED OK 0000 Press **Clear** to return to idle prompt

**VOICE AUTHORIZATION NUMBERS**

MC/VS \_\_\_\_\_

AMEX \_\_\_\_\_

DISCOVER/NOVUS \_\_\_\_\_

OTHER \_\_\_\_\_

CUSTOMER SUPPORT \_\_\_\_\_

**PROGRAMMING INFORMATION**

Merchant Number \_\_\_\_\_

Merchant ID (MID) \_\_\_\_\_

Terminal ID (TID) \_\_\_\_\_

Download Telephone Number \_\_\_\_\_

Touch Tone or Rotary Dial \_\_\_\_\_