AVS RESPONSE CODES:

S = Service Not Supported
N = No Match
U = Unavailable

CVV2/CVC2 CARD CODE - RESPONSE CODES:

M = Valid or matched CVV2/CVC2
N = Invalid CVV2/CVC2 value
P = CVV2/CVC2 not processed
S = CVV2 should be on the card, but merchant indicated not present
X = Server provider did not respond (default)
U = Issuer unregistered for CVV2/CVC2 not certified or has not provided Visa with encryption keys for CVV2 (Visa)

DEBIT Use this function to authorize and capture a debit transaction for settlement.

Note: Debit cards cannot be entered manually.

VOID Use this function to delete a transaction that is in the current batch.

REPRINT Use this function to reprint a transaction that is in the current batch.

SALE (Swipe or Manually Keyed) Use this function to capture transactions for settlement. If the card is not present (ie: orders by phone, fax or mail) or the magnetic stripe is unreadable, you must manually key the account number. If the magnetic stripe is unreadable and the card manually keyed, you must obtain a card imprint on the sales slip using a manual imprinter as verification that the card is present.

OFFLINE SALE Use this function to capture transactions when voice approval has been obtained. Sometimes referred to as a forced transaction.

EDS Debit Correct? Yes or No

EMAIL/WEBSITE? Y or N

SALE Expiration Date MMYY

SALE Card Present?

SALE BASE AMOUNT $0.00

SALE Email/Customer Service Card

SALE Recurring Trans. Y or N

SALE Entry Address

SALE Entry Zip Code

SALE Enter Card Code

SALE Enter Clerk

SALE Batch Amount $0.00

SALE Enter Invoice Number

SALE Tax AMOUNT $0.00

SALE Tax Exempt? Yes or No

TOTAL $0.00 Correct? Yes or No

SALE Tax Now, Press Enter

SALE Approval Y 00030
PRE-SETTLEMENT INSTRUCTIONS
1. Place all transaction receipts in sequence number order. Run an adding machine tape of the transactions.
2. Print appropriate report (see Print Reports instructions). Compare your totals to the terminal report.
3. If your tape matches the terminal totals, proceed with the Settlement instructions below. If your audit does not match the terminal totals, repeat steps 1 and 2.

PRINT REPORTS
Use this function to print a detail or totals report

MM/DD, YY HH:MM SWIPE CUSTOMER CARD

1=CLERK 2=AUDIT 3=SUMMARY

PRINT LIST
PRINTING, WAIT...

SETTLE
Use this function at the end of each day to settle the batch for payment and clear your terminal of transaction information.

MM/DD, YY HH:MM SWIPE CUSTOMER CARD

HOST NUMBER

NET TOTAL $00XX

SETTLE

The transactions have been settled for payment. Press Yes/Enter to return to the idle prompt

AUTHORIZATION ONLY
Use this function to authorize transaction without affecting the batch.

MM/DD, YY HH:MM SWIPE CUSTOMER CARD

AUTHORIZE SWIPE CUSTOMER CARD

VISUAL AUTHORIZATION

ADDING A TRANSACTION
Use the procedures below to change the amount for the selected transaction

MM/DD, YY HH:MM SWIPE CUSTOMER CARD

1=IN 2=CARD 3=MT 4=CLERK 5=SEQ

ADJUST ENTER INVOICE NUMBER

TOTAL CORRECT? YES OR NO

TOTAL NEW AMOUNT

TOTAL CORRECT? YES OR NO

TRANSACTION ACCEPTED ENTER INVOICE NUMBER

ADJUSTING A TRANSACTION
Use the procedures below to change the amount for the selected transaction

MM/DD, YY HH:MM SWIPE CUSTOMER CARD

Press Adjust

Press 1, 2, 3, 4, or 5 to select search method

Key requested information and press Yes/Enter (i.e. Invoice Number)

Verify amount and press No/Clear to adjust the displayed transaction

Key new amount and press Yes/Enter

Verify new amount. Press Yes/Enter if total is correct, or No/Clear if incorrect.

Press Cancel to return to the idle prompt

AUTHORIZATION ONLY
Use this function to authorize transaction without affecting the batch.

MM/DD, YY HH:MM SWIPE CUSTOMER CARD

AUTHORIZE SWIPE CUSTOMER CARD

EDS AUTHORIZER CORRECT? YES OR NO

VISA AUTHORIZER EXPIRATION DATE MMY1

VISA AUTHORIZER AMOUNT $0.00

TEAR NOW, PRESS ENTER

AVS CODE: YYCCX

APPROVAL OK 000000

VIEW TOTALS
Batch totals can be viewed at any time for the transactions in the current batch

MM/DD, YY HH:MM SWIPE CUSTOMER CARD

TOTALS SALES 00 ITEMS $0.00

TOTALS REFUND 00 ITEMS $0.00

Press Totals

Press ← to view refund totals

Press ← to view sale totals again. Press Cancel to exit

TOTALS                       SALES           CORRECT? YES OR NO

VISA                       AUTHORIZE

VISA                       AUTHORIZE

VISA                       AUTHORIZE

EXPiration DATE MMY1

AMOUNT $0.00

Yes/Enter

Yes/Enter

Yes/Enter

Tear slip and have customer sign the receipt. Press Yes/Enter for customer copy.

Press Cancel to return to the idle prompt

INDUSTRY INFORMATION
AVS (Address Verification Service) - A service designed to help reduce the possibility of fraud on Manually Keyed transactions. The terminal will request the cardholder’s billing address and or zip code. Entry of both address and zip code may provide better protection against fraud. If an “N” or an “X” is returned as one of the AVS codes, you may want to consider whether you want to accept the transaction, requesting additional ID from the customer or secure alternate means of payment. If you don’t accept it then you must go back to void the transaction (see procedures for Adjust/Void Transaction). This information is required by MasterCard® and VISA® to help your business qualify for the best rates.
Card Code Validation - A service designed to help reduce the possibility of fraud on Card Not Present transactions. The 3 – 4 digit code printed on reverse talks on the signature stripe of the card should be entered when prompted. If the code is not entered, the user will be required to indicate why the prompt was bypassed.
Offline Sale – A captured transaction which does not dial out for authorization. Sometimes referred to as a forced transaction. Voice approval should be obtained for all offline sales. Note: If Commercial Card processing is enabled, Commercial Card prompts will be displayed on all MasterCard® and VISA® transactions.
Auto Close – Determines if the terminal will automatically dial the host (no user intervention required) to settle the transaction for payment. Sometimes referred to as “Auto Settle” or “Terminal Initiated Close” (TIC).
Electronic Commerce Indicator – ECI Sale is performed when entering transactions received through the Internet or emails. Terminal will also prompt asking whether the website was encrypted/secured.
Recurring Payments – Recurring payments is used when entering transaction which are ongoing payments on a monthly basis

By choosing our terminal applications, you are taking advantage of industry leading Interactive Technology, which helps ensure the integrity of your transaction flow. Merchant Services has taken great care and effort to create applications that are robust and fast, yet easy to use. Our goal is to continue this tradition by listening to you. If you have any suggestions on features or functionality of our products, please e-mail us at Suggestions@ProductEnhancements.com

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NASHVILLE PLATFORM
HYPERCOM® T7
QUICK REFERENCE GUIDE

VOICE AUTHORIZATION NUMBERS
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OTHER
CUSTOMER SUPPORT

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

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### DEBIT
**Use this function to authorize and capture a debit transaction for settlement.**

**NOTE:** SOME PROMPTS MAY VARY BASE ON THE TERMINAL SETUP.

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>SWIPE CUSTOMER CARD</td>
</tr>
<tr>
<td>2.</td>
<td>Press <strong>Debit</strong> for debit card</td>
</tr>
<tr>
<td>3.</td>
<td>EDS</td>
</tr>
<tr>
<td>4.</td>
<td>Key last 4 digits of card number and press <strong>Yes/Enter</strong> for credit card</td>
</tr>
<tr>
<td>5.</td>
<td>Key base amount and press <strong>Yes/Enter</strong></td>
</tr>
<tr>
<td>6.</td>
<td>Key tip amount and press <strong>Yes/Enter</strong></td>
</tr>
<tr>
<td>7.</td>
<td>Key cashback amount and press <strong>Yes/Enter</strong></td>
</tr>
<tr>
<td>8.</td>
<td>Verify total amount and press <strong>Yes/Enter</strong></td>
</tr>
<tr>
<td>9.</td>
<td>TIP ADJUSTMENT Use the function to adjust the tip amount for any transaction in the current unsettled batch.</td>
</tr>
<tr>
<td>10.</td>
<td>Key requested information (i.e. Invoice Number) and press <strong>Yes/Enter</strong></td>
</tr>
<tr>
<td>11.</td>
<td>Verify displayed transaction and press <strong>Yes/Enter</strong> to add the tip amount</td>
</tr>
<tr>
<td>12.</td>
<td>Key tip amount and press <strong>Yes/Enter</strong></td>
</tr>
<tr>
<td>13.</td>
<td>Verify total amount and press <strong>Yes/Enter</strong> if total is correct, or <strong>No/Clear</strong> if incorrect.</td>
</tr>
<tr>
<td>14.</td>
<td>Press <strong>Cancel</strong> to return to the idle prompt</td>
</tr>
</tbody>
</table>

### OPEN TAB
**Use this function to authorize an open tab amount.** Open tabs must be closed before settlement.

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>SWIPE CUSTOMER CARD</td>
</tr>
<tr>
<td>2.</td>
<td>Press <strong>Open Tab</strong> or press <strong>Function</strong> and <strong>No/Clear</strong> for credit card</td>
</tr>
<tr>
<td>3.</td>
<td>EDS</td>
</tr>
<tr>
<td>4.</td>
<td>Key expiration date and press <strong>Yes/Enter</strong></td>
</tr>
<tr>
<td>5.</td>
<td>Key tab amount and press <strong>Yes/Enter</strong></td>
</tr>
<tr>
<td>6.</td>
<td>VISA</td>
</tr>
<tr>
<td>7.</td>
<td>VISA</td>
</tr>
<tr>
<td>8.</td>
<td>TEAR NOW, PRESS ENTER</td>
</tr>
<tr>
<td>9.</td>
<td>Tear slip and have customer sign the receipt. Press <strong>Yes/Enter</strong> for customer copy.</td>
</tr>
<tr>
<td>10.</td>
<td>Press <strong>Cancel</strong> to return to the idle prompt</td>
</tr>
</tbody>
</table>

### OFFLINE SALE
**Use this function to capture transactions when voice approval has been obtained.** Sometimes referred to as a forced transaction.

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>SWIPE CUSTOMER CARD</td>
</tr>
<tr>
<td>2.</td>
<td>Press <strong>Offline</strong></td>
</tr>
<tr>
<td>3.</td>
<td>EDS</td>
</tr>
<tr>
<td>4.</td>
<td>Key expiration date and press <strong>Yes/Enter</strong></td>
</tr>
<tr>
<td>5.</td>
<td>Key base amount and press <strong>Yes/Enter</strong></td>
</tr>
<tr>
<td>6.</td>
<td>Key authorization number obtained through the voice authorization center and press <strong>Yes/Enter</strong></td>
</tr>
<tr>
<td>7.</td>
<td>Key ticket / invoice number and press <strong>Yes/Enter</strong> for customer copy. If CALL CENTER is displayed, call for voice authorization and enter the transaction as an Offline Sale.</td>
</tr>
<tr>
<td>8.</td>
<td>Press <strong>Yes/Enter</strong> to return to the idle prompt</td>
</tr>
</tbody>
</table>

### PRINTING
For printing the receipt, use the **Print** function.

### REPRINT
**Use the function to reprint a transaction that is in the current batch.**

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>SWIPE CUSTOMER CARD</td>
</tr>
<tr>
<td>2.</td>
<td>Press <strong>Reprint</strong></td>
</tr>
<tr>
<td>3.</td>
<td>1INV 2CARD 3AMT 4SERVER 5SEQ</td>
</tr>
<tr>
<td>4.</td>
<td>Key requested information (i.e. Invoice Number) and press <strong>Yes/Enter</strong></td>
</tr>
<tr>
<td>5.</td>
<td>Verify displayed transaction and press <strong>Yes/Enter</strong> to add the tip amount</td>
</tr>
<tr>
<td>6.</td>
<td>Key tip amount and press <strong>Yes/Enter</strong></td>
</tr>
<tr>
<td>7.</td>
<td>Verify total amount and press <strong>Yes/Enter</strong> if total is correct, or <strong>No/Clear</strong> if incorrect.</td>
</tr>
<tr>
<td>8.</td>
<td>Press <strong>Cancel</strong> to return to the idle prompt</td>
</tr>
</tbody>
</table>

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CLOSE TAB: Use this function to close an open tab that is in the current batch.

Press [Close Tab]

CLOSE TAB: Enter Invoice Number

Press [1=INV], [2=CARD], [3=AMT], [4=SERVER] to select search method.

Key requested information (i.e. Invoice Number) and press [Yes/Enter].

Verify transaction and press [Yes/Enter].

If total amount is correct, press [No/Clear] to re-enter amount.

Press [Cancel] to return to the idle prompt.

VOID: Use this function to delete a transaction that is in the current batch.

Press [Void]

Press [1=INV], [2=CARD], [3=AMT], [4=SERVER] to select search method.

Key requested information (i.e. Invoice Number) and press [Yes/Enter].

Verify transaction. Press [Yes/Enter] to void displayed transaction or press [Cancel] to return to the idle prompt.

Teardrop and have customer sign the receipt. Press [Yes/Enter] for customer copy.

Press [Cancel] to return to the idle prompt.

PRE-SETTLEMENT INSTRUCTIONS

1. Place all transaction receipts in sequence number order. Run an adding machine tape of the transactions.

2. Print appropriate report (see Print Reports instructions). Compare your totals to the terminal report.

3. If your tape matches the terminal totals, proceed with the Settlement instruction below. If your audit does not match the terminal totals, repeat steps 1 and 2.

SUCCESSFUL TRANSACTION

OK0000000000

BASE AMOUNT: $0.00

ITEMS: $0.00

TIP AMOUNT: $0.00

TOTALS: $0.00

CORRECT?: YES OR NO

Yes/Enter

No/Clear

The transactions have been settled for payment. Press [Settle] to return to the idle prompt.

Settle

Report is printing

PRINT REPORTS: Use this function to print detail or totals report.

Press [Reports]

Press [1=SERVER], [2=AUDIT], [3=SUMMARY], [4=OPEN TAB] to select desired report, then follow additional prompts.

Report is printing

Swipe Customer Card

Restaurant

Application ID: 067

VOICE AUTHORIZATION NUMBERS

MCVS

AX

DISCOVER®/NOVUS

DC/CB

OTHER

CUSTOMER SUPPORT

PROGRAMMING INFORMATION

Merchant Number

Merchant ID (MID)

Terminal ID (TID)

Download Telephone Number

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NOTE: SOME PROMPTS MAY VARY BASED ON THE TERMINAL SETUP.

Post Authorization/Offline: Use this function to capture transactions when voice approval has been obtained. Sometimes referred to as a forced transaction.

- **Authorization Only:**
  - Press [Offline] to return to the idle prompt

Cash Advance (Swipe or Manually Keyed): Use this function to authorize and capture cash advance transaction for settlement.

- **Authorization Only:**
  - Press [Offline] to return to the idle prompt

DUPLICATE RECEIPT: Use this function to reprint a transaction that is in the current batch.

- **Offline**
  - Press [Reprint]

Duplicate Receipt: Use this function to reprint a transaction that is in the current batch.

- **Offline**
  - Press [Reprint]

Void: Use this function to delete a transaction that is in the current batch.

- **Void**
  - Press [Void]

Refund/Credit: Use this function to issue a credit to the cardholder's account for goods or services.

- **Refund**
  - Press [Refund]

Edit Transaction: Use the procedures below to change the amount for the selected transaction.

- **Adjust**
  - Press [Adjust]

Duplicate Receipt: Use this function to reprint a transaction that is in the current batch.

- **REPRINT**
  - Press [Reprint]

Void: Use this function to delete a transaction that is in the current batch.

- **Void**
  - Press [Void]

Refund/Credit: Use this function to issue a credit to the cardholder's account for goods or services.

- **Refund**
  - Press [Refund]

Edit Transaction: Use the procedures below to change the amount for the selected transaction.

- **Adjust**
  - Press [Adjust]

Duplicate Receipt: Use this function to reprint a transaction that is in the current batch.

- **REPRINT**
  - Press [Reprint]

Void: Use this function to delete a transaction that is in the current batch.

- **Void**
  - Press [Void]

Refund/Credit: Use this function to issue a credit to the cardholder's account for goods or services.

- **Refund**
  - Press [Refund]

Print Reports: Use this function to print a detail or totals report

- **Reports**
  - Press [Reports]

Print Reports: Use this function to print a detail or totals report

- **Reports**
  - Press [Reports]

PRE-SETTLEMENT INSTRUCTIONS

1. Place all transaction receipts in sequence number order. Run an adding machine tape of the transactions.
2. Print appropriate report (see Print Reports instructions). Compare your totals to the terminal report.
3. If your tape matches the terminal totals, proceed with the Settlement instruction below. If your audit does not match the terminal totals, repeat steps 1 and 2.

Print Reports: Use this function to print a detail or totals report

- **Reports**
  - Press [Reports]

Authorization Only: Use this function to authorize transaction without affecting the batch.

- **Authorize**
  - Press [Authorize]

Telegram:

- **Telegram**
  - Press [Telegram]

Refund/Credit: Use this function to issue a credit to the cardholder's account for goods or services.

- **Refund**
  - Press [Refund]

Edit Transaction: Use the procedures below to change the amount for the selected transaction.

- **Adjust**
  - Press [Adjust]
Settlement/Clear: Use this function at the end of each day to settle the batch for payment and clear your terminal of transaction information.

Net Total $XX.XX

Correct? Yes/No

Processing Now...

The transactions have been settled for payment. Press Cancel to return to the idle prompt.

NASHVILLE PLATFORM
HYPERCOM® T7
QUICK REFERENCE GUIDE

Cash Advance
Application ID: 067

VOICE AUTHORIZATION NUMBERS
MCVS
AX
DISCOVER®/NOVUS
DC/CB
OTHER
CUSTOMER SUPPORT

PROGRAMMING INFORMATION
Merchant Number ____________________________
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ACTIVATION: Use this procedure to activate a gift card for a specific dollar amount.

SWIPE CUSTOMER CARD

Press Function

MERCHANT FUNCTION?

Press 1 and then press Enter

1-SALE 2-ACT 3-ADDV 4-VOID 5-BAL 0-MORE

Key clerk/server number and press Enter

Terminal May Prompt:
ENTER CLERK/SERVER

SWIPE CUSTOMER CARD

AMOUNT $0.00

DIALING ...

TEAR NOW, PRESS ENTER

APPR # # # # SEQ # # #

CASHOUT: Use this procedure if a consumer wants the balance on their gift card given back to them in cash.

SWIPE CUSTOMER CARD

MERCHANT FUNCTION?

Press 1 and then press Enter

1-SALE 2-ACT 3-ADDV 4-VOID 5-BAL 0-MORE

Key clerk/server number and press Enter

Terminal May Prompt:
ENTER CLERK/SERVER

SWIPE CUSTOMER CARD

AMOUNT $0.00

DIALING ...

TEAR NOW, PRESS ENTER

APPR # # # # SEQ # # #

REDEEM: Use this procedure to redeem (spend) a specific amount or the whole gift card amount.

SWIPE CUSTOMER CARD

Press Function

MERCHANT FUNCTION?

Press 1 and then press Enter

1-SALE 2-ACT 3-ADDV 4-VOID 5-BAL 0-MORE

Key clerk/server number and press Enter

Terminal May Prompt:
ENTER CLERK/SERVER

SWIPE CUSTOMER CARD

AMOUNT $0.00

DIALING ...

TEAR NOW, PRESS ENTER

APPR # # # # SEQ # # #

RELOAD: Use this procedure to reload/add any amount onto an already active gift card.

SWIPE CUSTOMER CARD

Press Function

MERCHANT FUNCTION?

Press 1 and then press Enter

1-SALE 2-ACT 3-ADDV 4-VOID 5-BAL 0-MORE

Key clerk/server number and press Enter

Terminal May Prompt:
ENTER CLERK/SERVER

SWIPE CUSTOMER CARD

AMOUNT $0.00

DIALING ...

TEAR NOW, PRESS ENTER

APPR # # # # SEQ # # #

CLOSE: Use this procedure to close all Gift Card Transactions.

SWIPE CUSTOMER CARD

MERCHANT FUNCTION?

Press 1 and then press Enter

1-SALE 2-ACT 3-ADDV 4-VOID 5-BAL 0-MORE

Key clerk/server number and press Enter

Terminal May Prompt:
ENTER CLERK/SERVER

SWIPE CUSTOMER CARD

AMOUNT $0.00

DIALING ...

TEAR NOW, PRESS ENTER

APPR # # # # SEQ # # #

BALANCE TRANSFER: Use this procedure to transfer the balance from an old/defective card to a new inactive card. Note: You cannot transfer funds to a card that is already active.

SWIPE CUSTOMER CARD

MERCHANT FUNCTION?

Press 1 and then press Enter

1-SALE 2-ACT 3-ADDV 4-VOID 5-BAL 0-MORE

Key clerk/server number and press Enter

Terminal May Prompt:
ENTER CLERK/SERVER

SWIPE CUSTOMER CARD

AMOUNT $0.00

DIALING ...

TEAR NOW, PRESS ENTER

APPR # # # # SEQ # # #

REFUND: Use this procedure when merchandise is returned to the place of business. Note: You cannot issue a refund to a card that is already active.

SWIPE CUSTOMER CARD

MERCHANT FUNCTION?

Press 1 and then press Enter

1-SALE 2-ACT 3-ADDV 4-VOID 5-BAL 0-MORE

Key clerk/server number and press Enter

Terminal May Prompt:
ENTER CLERK/SERVER

SWIPE CUSTOMER CARD

AMOUNT $0.00

DIALING ...

TEAR NOW, PRESS ENTER

APPR # # # # SEQ # # #

VOID: Use this procedure to void any Gift Card transaction in the current open batch.

SWIPE CUSTOMER CARD

MERCHANT FUNCTION?

Press 1 and then press Enter

1-SALE 2-ACT 3-ADDV 4-VOID 5-BAL 0-MORE

Key sequence number and press Enter

Terminal May Prompt:
ENTER CLERK/SERVER

SWIPE CUSTOMER CARD

AMOUNT $0.00

DIALING ...

TEAR NOW, PRESS ENTER

APPR # # # # SEQ # # #

03/17/2004 QRG-
DUPLICATE RECEIPT: Use this procedure to reprint any Gift Card transaction in the terminal.

Last Receipt
SWIPE CUSTOMER CARD
Press Function

MERCHAND FUNCTION?
Press 0 and then press Enter

1-ROLE 2-ADD 3-ADDV
4-VOID 5-BAL 0-MORE
Press 3 and then press Enter

1-CLOSE 2-REPL 3-FUNC
4-CASH 5-RFUN 0-MORE
Press 1 and then press Enter

1-REPRINT 2-REPORTS
Press 3 and then press Enter

1-LAST 2-SEQ#
Press 1 and then press Enter

TEAR NOW, PRESS ENTER

PRINT DETAIL REPORT: Use this procedure to print the transaction detail for Gift Card.

Press Function

SWIPE CUSTOMER CARD

MERCHAND FUNCTION?
Press 0 and then press Enter

1-ROLE 2-ADD 3-ADDV
4-VOID 5-BAL 0-MORE
Press 3 and then press Enter

1-CLOSE 2-REPL 3-FUNC
4-CASH 5-RFUN 0-MORE
Press 1 and then press Enter

1-REPRINT 2-REPORTS
Press 3 and then press Enter

1-SUMMARY 2-DETAIL
3-CLERK
Press 1 and then press Enter

Terminal will automatically return to the idle prompt.

PRINT SUMMARY REPORT: Use this procedure to print the transaction totals for Gift Card.

Press Function

SWIPE CUSTOMER CARD

MERCHAND FUNCTION?
Press 0 and then press Enter

1-ROLE 2-ADD 3-ADDV
4-VOID 5-BAL 0-MORE
Press 3 and then press Enter

1-CLOSE 2-REPL 3-FUNC
4-CASH 5-RFUN 0-MORE
Press 1 and then press Enter

1-REPRINT 2-REPORTS
Press 3 and then press Enter

1-SUMMARY 2-DETAIL
3-CLERK
Press 1 and then press Enter

Terminal will automatically return to the idle prompt.

VIEW TRANSACTION DETAIL: Use this procedure to view all Gift Card transactions.

Press Function

SWIPE CUSTOMER CARD

MERCHAND FUNCTION?
Press 0 and then press Enter

1-ROLE 2-ADD 3-ADDV
4-VOID 5-BAL 0-MORE
Press 3 and then press Enter

1-CLOSE 2-REPL 3-FUNC
4-CASH 5-RFUN 0-MORE
Press 1 and then press Enter

1-REPRINT 2-REPORTS
Press 3 and then press Enter

Terminal May Prompt: ENTER CLERK/SERVER

Key clerk/server number and press Enter

TEAR NOW, PRESS ENTER

Press Cancel to return to idle prompt.

PRINT CLERK REPORTS: Use this procedure to print the transaction detail for Gift Card by clerk/server number.

Press Function

SWIPE CUSTOMER CARD

MERCHAND FUNCTION?
Press 0 and then press Enter

1-ROLE 2-ADD 3-ADDV
4-VOID 5-BAL 0-MORE
Press 3 and then press Enter

1-CLOSE 2-REPL 3-FUNC
4-CASH 5-RFUN 0-MORE
Press 1 and then press Enter

1-SUMMARY 2-DETAIL
3-CLERK
Press 1 and then press Enter

Key clerk/server number and press Enter

Terminal will automatically return to the idle prompt.

TEAR NOW, PRESS ENTER

VOICE AUTHORIZATION NUMBERS

MCVS _______________________
AX _______________________
DISCOVER/NOVUS ____________
DC/CB ______________________
GIFT _______________________
CUSTOMER SUPPORT __________

PROGRAMMING INFORMATION

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

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Food Stamp (FS) Sale
Use this function to perform a FS Sale transaction.

- Swipe Customer Card or Press A

Select Card Type
1-DB  2-EB

Select EBT Type
1-1FS  2-CA  3-VC

Select Tran Type
1-Sale  2-Refnd  3-Bal

Terminal May Prompt: Enter Clerk Id

EBT Sale Amount $SSS

Terminal May Prompt: Enter Invoice #

Ask Cardholder to enter PIN # and press Enter

Waiting for PIN

(Host Communication)

Tear Now, Press Enter

Approved ######

Press Cancel to return to idle prompt.

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

- MMDDYY HH:MM
- Swipe Customer Card

Select Card Type
1-DB  2-EB

Select EBT Type
1-1FS  2-CA  3-VC

Select Tran Type
1-Sale  2-Refnd  3-Bal

Terminal May Prompt: Enter Clerk Id

Key clerk number and press Enter

Key Sale amount and press Enter

Key invoice number and press Enter

Ask Cardholder to enter PIN # and press Enter

Waiting for PIN

(Host Communication)

Tear Now, Press Enter

Balance $SSS

Press Cancel to return to idle prompt.

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

- MMDDYY HH:MM
- Swipe Customer Card

Select Card Type
1-DB  2-EB

Select EBT Type
1-1FS  2-CA  3-VC

Select Tran Type
1-Sale  2-Refnd  3-Bal

Terminal May Prompt: Enter Clerk Id

Key clerk number and press Enter

Key amount and press Enter

Key invoice number and press Enter

Ask Cardholder to enter PIN # and press Enter

Waiting for PIN

(Host Communication)

Tear Now, Press Enter

Key requested information (i.e. Invoice Number) and press Enter

Verify transaction. Press Yes/Enter to void displayed transaction or press Cancel to return to the idle prompt.

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

- MMDDYY HH:MM
- Swipe Customer Card

Select Card Type
1-DB  2-EB

Select EBT Type
1-1FS  2-CA  3-VC

Select Tran Type
1-Sale  2-Refnd  3-Bal

Terminal May Prompt: Enter Clerk Id

Key clerk number and press Enter

Key Sale amount and press Enter

Key invoice number and press Enter

Ask Cardholder to enter PIN # and press Enter

Waiting for PIN

(Host Communication)

Tear Now, Press Enter

Cash Back Amount?

Total $SSS

Correct? Y or N

Press Enter

EBT Void
Use this function only to void the last EBT transaction this can occur only immediately after the original EBT transaction.

- MMDDYY HH:MM
- Swipe Customer Card

1-Imy  2-Card  3-Amt  4= Clerk  5= Seq

Enter INVOICE NUMBER

Verify transaction. Press Yes/Enter to void displayed transaction or press Cancel to return to the idle prompt.
Notes:
The following transaction types are supported by EBT:

- **Food Stamp** – Sale, Refund, Balance Inquiry, Voucher Clear (for sale or refund), and (Nashville and South only) Void Last.
- **Cash Benefit** – Sale with or without Cash Back, Withdrawal, Balance Inquiry, and (Nashville and South only) Void Last.

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.*

Void Last Transaction may be used only for the immediate past EBT transaction, before any other transaction is attempted.

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 INVR 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.

### VOICE AUTHORIZATION NUMBERS

- **MC/VS**
- **AX**
- **DISCOVER®/NOVUS**
- **DC/CB**
- **EBT** – Please call the number on back of the customer’s card.
- **CUSTOMER SUPPORT**

### PROGRAMMING INFORMATION

- **EBT Merchant FNS Number** (Required only for food stamps)
- **Download telephone Number**

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STATE ID TYPE CODES

United States Driver's License:
25 Alabama  52 Louisiana  65 Oklahoma
55 Alaska   56 Maine    67 Oregon
20 Arizona  79 Maryland  78 Pennsylvania
27 Arkansas 87 Massachusetts 70 Puerto Rico
23 California 40 Michigan 74 Rhode Island
26 Colorado  64 Minnesota 72 South Carolina
28 Connecticut 77 Mississippi 73 South Dakota
33 Delaware  66 Missouri  86 Tennessee
93 Dist. of Columbia 68 Montana  89 Texas
35 Florida   63 Nebraska  88 Utah
42 Georgia   38 Nevada   83 Vermont
44 Hawaii   47 New Hampshire 16 Virgin Islands (U.S.)
43 Idaho     53 New Jersey  82 Virginia
45 Illinois  39 New Mexico  92 Washington State
46 Indiana   69 New York   96 West Virginia
49 Iowa      75 North Carolina 94 Wisconsin
57 Kansas    36 North Dakota 99 Wyoming
59 Kentucky  60 Ohio

Canadian Driver's License:
21 Alberta  31 Newfoundland 81 Prince Edward Is.
11 British Columbia 37 Northwest Territories 71 Quebec
61 Manitoba  41 Nova Scotia  58 Saskatchewan
13 New Brunswick  51 Ontario  91 Yukon

Other:
97 Military  19 Business Check  76 Australia, Guam or New Zealand

REQUIRED IDENTIFICATION
Identification is required for personal checks when prompted by the terminal. No ID is required for company checks. The following are acceptable:

- Permanent, valid, unexpired driver’s license from anywhere in the U.S., Canada, Puerto Rico or U.S. Virgin Islands (with exception of New Hampshire).
- Current, valid U.S. Military ID (use the Social Security number on the Military ID with exception of Michigan, Ohio and Rhode Island).
- Permanent, valid, unexpired state-issued non-driver’s ID (only if a driver’s license or military ID is unavailable).

The signature and physical description of the check writer must reasonably correspond to any signature or description contained in the ID.

FOR WARRANTY REQUIREMENTS:
Determine whether the check presented is a personal or a company check. When both the name of a person and the name of a company appear on the check, it should be considered a company check. No ID is required for company checks. Make sure the check meets all warranty requirements by following the example below:

Name Imprinted by check manufacturer;
no starter checks
Address Physical address;
if P.O. Box, write in full address
Phone Number Home or business with area code;
may be handwritten
Financial Institution Drawn on U.S., Canadian, Puerto Rican
or U.S. Virgin Islands bank
For Manual MICR Entry Use these numbers from left to right for MICR ID

This information must be written on the check:
Merchant Identification Number / Clerk’s Initials / Approval Code

Date MO/DAY/YR (no pre- or postdates)
First Party Payable to subscriber
Amount Figures and words must agree
Signature The signature must reasonably correspond to the name imprinted on the check

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RESPONSE CODES
Approved 1234
Approved transactions are assigned a four-digit code.
Approval code must be written or franked on check. The warranty
applies for the full face value of check or up to the pre-established
warranty maximum, provided all warranty requirements are met (see
"Warranty Requirements" on reverse).
Approval code may include the following:
1.)Several characters of check writer’s name or company name
   to verify against name on check
2.)“Preferred” instead of “Approved” to indicate check writer’s
   preferred status
3.)A “+” to indicate a TeleCheck warranty applies for the full face
   value of check.
If name in authorization response does not match name(s) imprinted
on check, verify ID and call TeleCheck Authorization Center for
assistance.
Code 3 - Please give the check writer a courtesy card. Also give the
check writer the referral/record number if it prints. TeleCheck has no
negative information on the check writer or company, but the check
falls outside established guidelines that TeleCheck will warrant at this
time.
Code 4 - Please give the check writer a courtesy card. Also give the
check writer the referral/record number if it prints. TeleCheck has
information on file that prevents warranty of any check from this check
writer or company at this time.
Code 40:Lost/Stolen - Please give check writer a courtesy card.
TeleCheck has information on file which indicates that this ID or check
has been reported lost or stolen.
Check Invalid - Please give check writer a courtesy card. Check does
not comply with accepted check printing standards.
Data Entry Error: Retry Request - A data entry error was made. Please
verify ID and enter authorization request again.

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Interactive Technology, which ensures the integrity of your transaction flow. We have
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STATE ID TYPE CODES

United States

Driver’s License:

25 Alabama 52 Louisiana 60 Ohio
55 Alaska 56 Maine 65 Oklahoma
20 Arizona 79 Maryland 67 Oregon
27 Arkansas 87 Massachusetts 78 Pennsylvania
23 California 40 Michigan 70 Puerto Rico
26 Colorado 64 Minnesota 74 Rhode Island
28 Connecticut 77 Mississippi 72 South Carolina
33 Delaware 66 Missouri 73 South Dakota
93 Dist. of Columbia 68 Montana 86 Tennessee
35 Florida 43 Idaho 39 New Mexico 82 Virginia
42 Georgia 38 Nevada 93 Virgin Islands (U.S.)
44 Hawaii 47 New Hampshire 83 Vermont
43 Idaho 53 New Jersey 16 Virgin Islands (U.S.)
45 Illinois 39 New Mexico 82 Virginia
46 Indiana 69 New York 92 Washington State
49 Iowa 75 North Carolina 98 West Virginia
57 Kansas 36 North Dakota 94 Wisconsin
59 Kentucky 68 Montana 99 Wyoming

Canadian Driver’s License:

21 Alberta 31 Newfoundland 81 Prince Edward Is.
11 British Columbia 37 Northwest Territories 71 Quebec
61 Manitoba 41 Nova Scotia 58 Saskatchewan
13 New Brunswick 51 Ontario 91 Yukon

Other:

97 Military ID 19 Business Check 76 Australia, Guam or New Zealand

FOR WARRANTY REQUIREMENTS:

For non-ECA transactions: Determine whether the check presented is a personal or a company check. When both the name of a person and the name of a company appear on the check, it should be considered a company check. No ID is required for company checks. Make sure the check meets all warranty requirements by following the example below:

Name
Imprinted by check manufacturer; no starter checks

Address
If P.O. Box, write in full address

Physical address

Phone Number
Home or business with area code; may be handwritten

Financial Institution
Drawn on U.S., Canadian, Puerto Rican or U.S. Virgin Islands bank

For Manual MICR Entry
Use these numbers from left to right for MICR ID

This information must be written on the check:
Merchant Identification Number / Clerk’s Initials / Approval Code

Date
MO/DAY/YR (no pre- or postdates)

Check Number

First Party
Payable to subscriber

Amount
Figures and words must agree

Signature
The signature must reasonably correspond to the name imprinted on the check

Company Check
Signature may differ from imprinted name

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NOTE: SOME PROMPTS MAY VARY BASE ON THE TERMINAL SETUP.

SALE Use this function to authorize and capture a check transaction for settlement if processed through the TeleCheck Electronic Check Acceptance® (ECA®) Service
1. Insert check in check reader
2. If prompted to REINSERT, attempt to read check again, making sure right edge is properly aligned.
3. If prompted to Manually Enter, see “Manual MICR Entry” procedures.
4. Key the check number and press [YES/ENTER]
5. Press [YES/ENTER] if the check is a personal check or press [NO/CLEAR] if the check is not a personal check.
6. Key clerk number and press [YES/ENTER]
7. Key in dollar amount of check transaction and press [YES/ENTER].
8. Swipe driver’s license through vertical slot or enter driver’s license other approved ID information and press [YES/ENTER]
9. Key in the two-digit state code and press [YES/ENTER]
10. Key check writer’s birth date (MMDDYYYY) and press [YES/ENTER]
11. Key check writer’s social security number and press [YES/ENTER]
12. Key home phone number and press [YES/ENTER]
13. Key zip code and press [YES/ENTER]
14. A merchant receipt will print if transaction is approved for ECA. Have check writer sign merchant receipt. Then press [YES/ENTER] to print customer receipt.
15. If check writer signed receipt: The merchant will stamp “VOID” on the front of the check and return the check to the customer and keep signed receipt for your records.
16. If check writer refuses to sign receipt: the ECA Transaction has to be “VOIDED” and the merchant should review check for warranty requirements and keep check for deposit.
17. If no receipt prints: An approval code or a response code will be displayed. If approved, write four-digit approval code and the merchant identification number on the check and keep it for deposit (be sure to follow all “Warranty Requirements” on back). For non-approved transactions, see “Response Codes” section.

VOID - Use this function to void/delete a check transaction that is in the current batch.
1. Press [VOID]
3. Key check number and press [YES/ENTER]
4. Verify transaction, press [YES/ENTER] to void the displayed transaction or press [CANCEL] to return to idle prompt.
5. Tear slip and have customer sign the receipt, press [YES/ENTER] for customer copy
6. Press [CANCEL] to return to idle prompt.

ADJUSTING A TRANSACTION Use the function to change the amount for the selected transaction.
1. Press [ADJUST]
3. Key check number and press [YES/ENTER]
4. Verify totals, press [YES/ENTER] if the totals is correct or press [NO/CLEAR] if total is incorrect
5. Key new amount and press [YES/ENTER]
6. Adjust Accepted. Press [CANCEL] to return to idle prompt.

BATCH REVIEW Use this function to view the transaction in the current unsettled batch.
1. Press [BATCH REVIEW]
2. Use the [←] to scroll through the displayed transaction or press [ENTER] to view the next transaction in the current batch.

PRINT AUDIT REPORT Use this function to print totals and grand totals of all the transactions in the current unsettled batch.
1. Press [REPORTS]
2. Press [2] and [ENTER] for AUDIT
3. Press [2] and [ENTER] for CHECK
4. Prints audit report of check transaction in the current batch.

CLOSE THE BATCH Use this function at the end of each day to settle the batch for payment and clear your terminal of transaction information
1. Press [SETTLE]
2. Press [YES/ENTER] to settle for all hosts
3. Verify net totals and press [YES/ENTER] if the total is correct or press [NO/CLEAR] to exit
4. The transaction has been settled for payment. Press [CANCEL] to return to the idle prompt.

VOICE AUTHORIZATION NUMBERS
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AX ____________________________
DISCOVER®/NOVUS ____________________________
DC/CB ____________________________
OTHER ____________________________
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SALE (Swiped or Manually Keyed): Use this function to reprint the last transaction or any transaction for settlement.

- Press [Check]
- Insert check into check reader
- Key check number and press [Enter]
- Tear slip and have customer sign the receipt
- A merchant receipt will print if the sale is approved for ECA. Have the check writer sign the receipt and then press [Enter] to print customer receipt
- If approval code and TeleCheck subscriber number on check and keep for deposit.
- If no receipt prints, an approval code or response code will be displayed. If approved, write four-digit approval code and TeleCheck subscriber number on check and keep for deposit (be sure to follow all “Warranty Requirements” on back). For non-approved transactions, see “Response Codes” section.

Duplicate Receipt: Use this function to reprint the last transaction or any transaction stored in the terminal’s memory.

- Press [Reprint]
- Key check number and press [Enter]
- Tear slip and have customer sign the receipt
- If the check writer refuses to sign the receipt, the ECA transaction has to be “VOIDED” and the merchant should review check for warranty requirements and keep check for deposit.

Void: Use this function to void any transaction in the current, unsettled batch.

- Press [Reprint]
- Key check number and press [Enter]
- Tear slip and have customer sign the receipt
- If no receipt prints, an approval code or response code will be displayed. If approved, write four-digit approval code and TeleCheck subscriber number on check and keep for deposit (be sure to follow all “Warranty Requirements” on back). For non-approved transactions, see “Response Codes” section.

Reports: Various types of detail and totals reports can be generated for transactions in the current batch (transactions that have not yet been settled).

- Press [Reports]
- 1 = Credit
- 2 = Checks
- Press [Enter]

Voice Authorization Numbers:

- TELECHECK 1-800-366-5010
- DISCOVER/NOVUS
- AMEX
- DC/CB
- OTHER

Programing Information:

- Merchant Name ________________________________________________________________
- Merchant ID (MID) _______________________________________________________________
- Terminal ID (TID) ____________________________________________________________
- Download Telephone Number ___________________________________________________
- Touch Tone or Rotary Dial _______________________________________________________

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