

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

IDLE PROMPT	Touch EBT
TERMINAL MAY PROMPT: PARENT CHILD	Touch desired option
SALE REFUND VOUCH	Touch Sale
EBT SALE SWIPE CARD	Swipe card or key account number and touch Enter
SALE TYPE? FOOD STAMP CASH BENEFIT	Touch Food Stamp
ENTER AMOUNT \$0.00	Key total amount and touch Enter
WAITING FOR PIN ENTRY	Key pin number on pinpad and touch Enter
{Host Communication}	Terminal communicates to host for approval
PRINT CUSTOMER RECEIPT YES NO	Touch Yes to print customer receipt.
EBT SALE APPROVED #####	Touch Clear 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.

IDLE PROMPT	Touch EBT
TERMINAL MAY PROMPT: PARENT CHILD	Touch desired option
SALE REFUND VOUCH	Touch Refund
EBT REFUND SWIPE CARD	Swipe card or key account number and touch Enter
ENTER AMOUNT \$0.00	Key total amount and touch Enter
WAITING FOR PIN ENTRY	Key pin number on pinpad and touch Enter
{Host Communication}	Terminal communicates to host for approval
PRINT CUSTOMER RECEIPT YES NO	Touch Yes to print customer receipt.
EBT REFUND APPROVED #####	Touch Clear to return to idle prompt.

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

IDLE PROMPT	Touch EBT
TERMINAL MAY PROMPT: PARENT CHILD	Touch desired option
CASH ONLY INQUIRY	Touch Inquiry
BALANCE INQUIRY SWIPE CARD	Swipe Card
INQUIRY TYPE FOOD STAMP CASH BENEFIT	Touch desired option
WAITING FOR PIN ENTRY	Key pin number on pinpad and touch Enter
{Host Communication}	Terminal communicates with host to retrieve balance and prints customer receipt.
EBT INQUIRY APPROVED #####	Touch Clear to return to idle prompt.

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

IDLE PROMPT	Touch EBT
TERMINAL MAY PROMPT: PARENT CHILD	Touch desired option
CASH ONLY INQUIRY	Touch Cash Only
EBT SALE SWIPE CARD	Swipe card or key account number and touch Enter
ENTER AMOUNT \$0.00	Key total amount and touch Enter
WAITING FOR PIN ENTRY	Key pin number on pinpad and touch Enter
{Host Communication}	Terminal communicates to host for approval
PRINT CUSTOMER RECEIPT YES NO	Touch Yes to print customer receipt.
EBT APPROVED #####	Touch Clear to return to idle prompt.

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

IDLE PROMPT	Touch EBT
TERMINAL MAY PROMPT: PARENT CHILD	Touch desired option
SALE REFUND VOUCH	Touch Sale
EBT SALE SWIPE CARD	Swipe card or key account number and touch Enter
SALE TYPE? FOOD STAMP CASH BENEFIT	Touch Cash Benefit
ENTER AMOUNT \$0.00	Key total amount and touch Enter
CASH BACK AMT \$0.00	Key cash back amount and touch Enter
WAITING FOR PIN ENTRY	Key pin number on pinpad and touch Enter
{Host Communication}	Terminal communicates to host for approval
PRINT CUSTOMER RECEIPT YES NO	Touch Yes to print customer receipt.
EBT SALE APPROVED #####	Touch Clear to return to idle prompt.

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

IDLE PROMPT	Touch EBT
TERMINAL MAY PROMPT: PARENT CHILD	Touch desired option
SALE REFUND VOUCH	Touch Vouch
VOUCHER TYPE? SALE REFUND	Touch Sale or Refund
ENTER ACCOUNT #	Key account number and touch Enter
ENTER AUTH CODE	Key original approval code and touch Enter
VOUCHER NUMBER	Key voucher number and touch Enter
ENTER AMOUNT \$0.00	Key total amount and touch Enter
{Host Communication}	Terminal communicates to host for approval and prints merchant receipt.
EBT APPROVED #####	Touch Clear 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.

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Activation: Use this function to activate a gift card.

IDLE PROMPT	Touch Gift
TERMINAL MAY PROMPT: PARENT CHILD	Touch desired option
ACTIVATE RELOAD REDEEM	Touch Activate
SWIPE CARD	Swipe card
ACTIVATE AMOUNT \$0.00	Key amount and touch Enter
DIALING...	Terminal communicates to the host for approval.
PRINT CUSTOMER RECEIPT YES NO	Touch Yes to print customer receipt.
APPROVED #####	Touch Clear to return to idle prompt

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

IDLE PROMPT	Touch Gift
TERMINAL MAY PROMPT: PARENT CHILD	Touch desired option
ACTIVATE RELOAD REDEEM	Touch Redeem
SWIPE CARD	Swipe card or key account number and touch Enter
REDEEM AMOUNT \$0.00	Key amount and touch Enter
DIALING...	Terminal communicates to the host for approval.
PRINT CUSTOMER RECEIPT YES NO	Touch Yes to print customer receipt.
APPROVED #####	Touch Clear to return to idle prompt

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

IDLE PROMPT	Touch Gift
TERMINAL MAY PROMPT: PARENT CHILD	Touch desired option
ACTIVATE RELOAD REDEEM	Touch Reload
SWIPE CARD	Swipe card or key account number and touch Enter
RELOAD AMOUNT \$0.00	Key amount and touch Enter
DIALING...	Terminal communicates to the host for approval.
PRINT CUSTOMER RECEIPT YES NO	Touch Yes to print customer receipt.
APPROVED #####	Touch Clear to return to idle prompt.

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

IDLE PROMPT	Touch Gift
TERMINAL MAY PROMPT: PARENT CHILD	Touch desired option
ACTIVATE RELOAD REDEEM INQUIRY TRANSFER VOID	Touch Inquiry
SWIPE CARD	Swipe card or key account number and touch Enter
DIALING...	Terminal communicates to the host for information.
APPROVED #####	Touch Clear to return to idle prompt

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

IDLE PROMPT	Touch Gift
TERMINAL MAY PROMPT: PARENT CHILD	Touch desired option
ACTIVATE RELOAD REDEEM INQUIRY TRANSFER VOID	Touch Transfer
ENTER OLD CARD #	Key account number and touch Enter
SWIPE NEW CARD	Swipe card
DIALING...	Terminal communicates to the host for approval.
PRINT CUSTOMER RECEIPT YES NO	Touch Yes to print customer receipt.
APPROVED #####	Touch Clear to return to idle prompt

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

IDLE PROMPT	Touch Gift
TERMINAL MAY PROMPT: PARENT CHILD	Touch desired option
<BACK MORE>	Touch More
CASHOUT VIEW PRINT REPORT REPORT CLOSE REPRINT SETUP	Touch Close
CLOSE BATCH? YES NO	Touch Yes
PRINTING REPORT...	Close report prints.
GIFT CARD BATCH CLOSE COMPLETE	Touch Clear to return to idle prompt

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

IDLE PROMPT	Touch Gift
TERMINAL MAY PROMPT: PARENT CHILD	Touch desired option
<BACK MORE>	Touch More
CASHOUT VIEW PRINT REPORT REPORT CLOSE REPRINT SETUP	Touch Reprint
ENTER TRANS #	Key trans # and touch Enter
PRINT CUSTOMER RECEIPT YES NO	Touch desired option
CASHOUT VIEW PRINT REPORT REPORT CLOSE REPRINT SETUP	Touch X two times to exit

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

IDLE PROMPT	Touch Gift
TERMINAL MAY PROMPT: PARENT CHILD	Touch desired option
<BACK MORE>	Touch More
CASHOUT VIEW PRINT REPORT REPORT CLOSE REPRINT SETUP	Touch Print Report
NET TOTALS CARD DETAILS SERVER DETAILS BATCH HISTORY	Touch desired option
TERMINAL MAY PROMPT: CLERK ID	Key clerk id and touch Enter
NET TOTALS CARD DETAILS SERVER DETAILS BATCH HISTORY	Touch X three times to exit

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

IDLE PROMPT	Touch Gift
TERMINAL MAY PROMPT: PARENT CHILD	Touch desired option
<BACK MORE>	Touch More
CASHOUT VIEW PRINT REPORT REPORT CLOSE REPRINT SETUP	Touch View Report
NET CARD SERVER TOTAL DETAIL DETAIL	Touch desired option
TERMINAL MAY PROMPT: ENTER TRAN # CLERK ID	Key transaction number and touch Enter Key clerk id and touch Enter
(trans. type) (seq. number) AUTH CODE ##### CLE ### TRACE #### TRACE #### AMOUNT \$\$.\$\$ < PREV NEXT > <BACK	Touch right/left arrow for next transaction or touch X to return to idle prompt

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

IDLE PROMPT	Touch Gift
TERMINAL MAY PROMPT: PARENT CHILD	Touch desired option
<BACK MORE>	Touch More
CASHOUT VIEW PRINT REPORT REPORT CLOSE REPRINT SETUP	Touch Cash Out
SWIPE CARD	Swipe card or key account number and touch Enter
DIALING...	Terminal communicates to the host for approval.
APPROVED ##### PAYOUT \$\$.\$\$	Terminal displays total payout amount.
PRINT CUSTOMER RECEIPT YES NO	Touch Yes to print customer receipt.
APPROVED ##### PAYOUT \$\$.\$\$	Touch Clear to return to idle prompt.

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

IDLE PROMPT	Touch Gift
TERMINAL MAY PROMPT: PARENT CHILD	Touch desired option
ACTIVATE RELOAD REDEEM INQUIRY TRANSFER VOID <BACK MORE>	Touch Void
VOID ACTIVATE VOID RELOAD VOID REDEEM VOID CASHOUT	Touch desired option
SWIPE CARD	Swipe card or key account number and touch Enter
VOID AMOUNT \$0.00	Key amount and touch Enter
DIALING...	Terminal communicates to the host for approval.
PRINT CUSTOMER RECEIPT YES NO	Touch Yes to print customer receipt.
APPROVED #####	Touch Clear to return to idle prompt

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

CHECK CREDIT DEBIT
GIFT EBT LOYALTY Touch **Loyalty**

TERMINAL MAY PROMPT:
PARENT CHILD Touch desired option

SALE REDEEM ADD Touch **Add**

LOYALTY ADD
SWIPE CARD Swipe Card

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

PRINT CUST RECEIPT
YES NO Touch **Yes** to print customer receipt.

LOYALTY CARD ACTIVATED Touch **Clear** to return to idle prompt

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

CHECK CREDIT DEBIT
GIFT EBT LOYALTY Touch **Loyalty**

TERMINAL MAY PROMPT:
PARENT CHILD Touch desired option

SALE REDEEM ADD Touch **Sale**

LOYALTY SALE
SWIPE CARD Swipe card or manually key card number and touch **Enter**

LOYALTY CASH SALE
ENTER AMOUNT \$0.00 Key amount and touch **Enter**

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

LOYALTY SALE
FINAL AMOUNT \$0.00 Touch **Clear** to return to idle prompt

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

CHECK CREDIT DEBIT
GIFT EBT LOYALTY Touch **Loyalty**

TERMINAL MAY PROMPT:
PARENT CHILD Touch desired option

SALE
REDEEM
ADD
INQUIRY
REPORT
REPRINT Touch **Reprint**

PRINT CUST RECEIPT
YES NO Touch **Yes** to print customer receipt.

Touch **Clear** to return to idle prompt

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

CHECK CREDIT DEBIT
GIFT EBT LOYALTY Touch **Loyalty**

TERMINAL MAY PROMPT:
PARENT CHILD Touch desired option

SALE REDEEM ADD Touch **Redeem**

LOYALTY REDEEM
SWIPE CARD Swipe card or manually key card number and touch **Enter**

ENTER # OF POINTS Key number of points and touch **Enter**

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

PRINT CUST RECEIPT
YES NO Touch **Yes** to print customer receipt.

LOYALTY REDEEM
COMPLETE Touch **Clear** to return to idle prompt

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

CHECK CREDIT DEBIT
GIFT EBT LOYALTY Touch **Loyalty**

TERMINAL MAY PROMPT:
PARENT CHILD Touch desired option

SALE
REDEEM
ADD
INQUIRY
REPORT
REPRINT Touch **Inquiry**

LOYALTY INQUIRY
SWIPE CARD Swipe card or manually key card number and touch **Enter**

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

LOYALTY
INQUIRY COMPLETE Touch **Clear** to return to idle prompt

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

CHECK CREDIT DEBIT
GIFT EBT LOYALTY Touch **Loyalty**

TERMINAL MAY PROMPT:
PARENT CHILD Touch desired option

SALE
REDEEM
ADD
INQUIRY
REPORT
REPRINT Touch **Report**

DIALING..... Terminal communicates with the host

LOYALTY REPORT
COMPLETE Touch **Clear** 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.

CHECK CREDIT DEBIT
GIFT EBT LOYALTY Touch **Credit**

TERMINAL MAY PROMPT:
PARENT CHILD Touch desired option

SALE REFUND FORCE Touch **Sale**

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

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

LOYALTY
CARD PRESENT? Touch **Yes**

LOYALTY
SWIPE CARD Swipe card or manually key card number and touch **Enter**
If customers credit card is setup as loyalty, you will reswipe the credit card

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

PRINT CUST RECEIPT
YES NO Touch **Yes** to print customer receipt

APPROVED OK 0000-00 Touch **Clear** to return to idle prompt

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

CHECK CREDIT DEBIT
GIFT EBT LOYALTY Touch **Loyalty**

TERMINAL MAY PROMPT:
PARENT CHILD Touch desired option

SALE
REDEEM
ADD
INQUIRY
REPORT
REPRINT
REVERSE Touch **Reverse**

LOYALTY REVERSAL
SWIPE CARD Swipe card or manually key card number and touch **Enter**

SELECT LID Select the loyalty transaction ID touch **OK**

DIALING..... Terminal communicates with the host

PRINT CUST RECEIPT
YES NO Touch **Yes** to print customer receipt.

LOYALTY REVERSAL
COMPLETE Touch **Clear** 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 GIFT EBT LOYALTY	Touch Debit
TERMINAL MAY PROMPT: PARENT CHILD	Touch desired option
SALE REFUND BACK	Touch Sale
DEBIT SALE SWIPE CARD	Swipe debit card
EDS DEBIT SALE ENTER AMOUNT \$0.00	Key amount and touch Enter
WAITING FOR PIN ENTRY	Instruct customer to enter PIN via PIN pad and touch Enter <i>Do not ask customer for the PIN</i>
LOYALTY CARD PRESENT?	Touch Yes
LOYALTY SWIPE CARD	Swipe card or manually key card number and touch Enter *If customers debit card is setup as loyalty, you will reswipe the the debit card*
DIALING.....	Terminal communicates with the host for approval
PRINT CUST RECEIPT YES NO	Touch Yes to print customer receipt
APPROVED OK 0000-00	Touch Clear to return to idle prompt

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Loyalty
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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. Note: Prompts may vary based on terminal setup.

CHECK CREDIT DEBIT	Touch Credit
TERMINAL MAY PROMPT: PARENT CHILD	Touch desired option
SALE REFUND FORCE AUTH	Touch Sale
SWIPE CARD	Swipe card or manually key card number and touch Enter
EXPIRE DATE MMY	Key expiration date and touch Enter
CARD PRESENT? YES NO	Touch Yes if the card is present or Touch No if the card is not present
ENTER CARD CODE	Key 3 digit card code and touch Enter
ENTER AMOUNT \$0.00	Key amount and touch Enter
ADDRESS	Key the first 5 digits of the customer's address and touch Enter
ZIP CODE	Key customer's zip code and touch Enter
DIALING.....	Terminal communicates with the host for approval
PRINT CUST RECEIPT YES NO	Touch Yes to print customer receipt
VISA SALE AUTH/TKT #### CC: X AVS = XXX	Touch Clear to return to idle prompt

REPRINT Use this function to reprint the last transaction or any transaction stored in the terminal's memory. Note: Prompts may vary based on terminal setup.

CHECK CREDIT DEBIT	Touch Credit
TERMINAL MAY PROMPT: PARENT CHILD	Touch desired option
REPRINT EDIT TIPS	Touch Reprint
ENTER INVOICE #	Key invoice number and touch Enter or touch Enter to reprint last receipt
PRINT CUST RECEIPT YES NO	Touch Yes to print customer receipt.
REPRINT EDIT TIPS	Touch X to return to idle prompt

PRESALE Use this procedure to print a generic offline non-sale receipt which will include a printed pre tip amount and a blank line for tips and totals.

CHECK CREDIT DEBIT	Touch Credit
TERMINAL MAY PROMPT: PARENT CHILD	Touch desired option
REPRINT EDIT TIPS PRESALE	Touch Presale
PRE-SALE ENTER AMOUNT \$0.00	Key pre-sale amount and touch Enter
PRINTING PRE-SALE RECEIPT	Touch Clear to return to idle prompt

DEBIT SALE (with Cash Back) Use this function to authorize and capture transactions for settlement. Note: Prompts may vary based on terminal setup.

CHECK CREDIT DEBIT	Touch Debit
TERMINAL MAY PROMPT: PARENT CHILD	Touch desired option
SALE REFUND	Touch Sale
DEBIT SALE SWIPE CARD	Swipe card <i>Debit card can't be manually keyed</i>
EDS DEBIT SALE ENTER AMOUNT \$0.00	Key amount and touch Enter
CASHBACK AMT? \$0.00	Key cashback amount and touch Enter
TIP AMOUNT OR WAITING FOR TIP ENTRY ON PINPAD	Key tip amount touch Enter or Key tip amount on pinpad and press Enter
TOTAL \$0.00 ENTER PIN	Instruct customer to enter PIN via pinpad and press Enter . <i>Do not ask customer for the PIN</i>
DIALING.....	Terminal communicates with the host for approval
PRINT CUST RECEIPT? YES NO	Touch Yes to print customer receipt
DEBIT SALE APPROVED 000000	Touch Clear to return to idle prompt

FORCE SALE Use this function to capture transactions when voice approval has been obtained. Note: Prompts may vary based on terminal setup.

CHECK CREDIT DEBIT	Touch Credit
TERMINAL MAY PROMPT: PARENT CHILD	Touch desired option
SALE REFUND FORCE AUTH	Touch Force
CREDIT FORCE SWIPE CARD	Swipe card or manually key card number and touch Enter
EXPIRE DATE MMY	Key expiration date and touch Enter
CARD PRESENT? YES NO	Touch Yes if the card is present or Touch No if the card is not present
ENTER CARD CODE	Key 3 digit card code and touch Enter
ENTER AMOUNT \$0.00	Key amount and touch Enter
TIP AMOUNT \$0.00	Key tip amount and touch Enter
ENTER AUTH CODE	Key authorization number that was obtained by the voice authorization center and touch Enter
PRINT CUST RECEIPT YES NO	Touch Yes to print customer receipt.
SALE APPROVED ####	Touch Clear to return to idle prompt

AUTHORIZATION ONLY This procedure is to authorize a credit card transaction. This will not capture in the terminal. Note: Prompts may vary based on terminal setup.

CHECK CREDIT DEBIT	Touch Credit
TERMINAL MAY PROMPT: PARENT CHILD	Touch desired option
SALE REFUND FORCE AUTH	Touch Auth
AUTH ONLY SALE SWIPE CARD	Swipe card or manually key card number and touch Enter
EXPIRE DATE MMY	Key expiration date and touch Enter
CARD PRESENT? YES NO	Touch Yes if the card is present or Touch No if the card is not present
ENTER CARD CODE	Key 3 digit card code and touch Enter
AUTH ONLY ENTER AMOUNT \$0.00	Key authorization amount and touch Enter
ADDRESS	Key the first 5 digits of the customer's address and touch Enter
ZIP CODE	Key customer's zip code and touch Enter
DIALING.....	Terminal communicates with the host for approval
AUTH ONLY APPROVED #####	Touch Clear to return to idle prompt

VOID Use this function to delete a transaction that is in the current batch. Note: Prompts may vary based on terminal setup.

CHECK CREDIT DEBIT	Touch Credit
TERMINAL MAY PROMPT: PARENT CHILD	Touch desired option
REPRINT EDIT TIPS PRESALE BACK MORE	Touch More
INQUIRY VOID TRANS	Touch Void Trans
ENTER INVOICE # TO VOID	Key invoice number and touch Enter
VS SALE 001 CLK 0000 AVS = Y \$0.00 XXXXXXXXXXXXXXXXXX <PREV VOID NEXT>	Touch Void
VOID TRANS? YES NO	Touch Yes
PRINT CUST RECEIPT YES NO	Touch Yes to print customer receipt
VS VOID SALE 00000 CLK 0000 OK0000 AMOUNT \$0.00 XXXXXXXXXXXXXXXXXX <PREV VOID NEXT>	Touch X to return to idle prompt

REFUND Use this function to issue a credit to the cardholder's account for goods or services. Note: Prompts may vary based on terminal setup.

CHECK CREDIT DEBIT Touch **Credit**

TERMINAL MAY PROMPT:
PARENT CHILD Touch desired option

SALE REFUND FRCE AUTH Touch **Refund**

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

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

CARD PRESENT? YES NO Touch **Yes** if the card is present or Touch **No** if the card is not present

ENTER CARD CODE Key card code and touch **Enter**

ENTER AMOUNT \$0.00 Key amount and touch **Enter**

PRINT CUST RECEIPT YES NO Touch **Yes** to print customer receipt.

VISA REFUND APPROVED Touch **Clear** to return to idle prompt

TAB PROCESSING Use this function to open, close or void tab transactions. Note: Prompts may vary based on terminal setup.

CHECK CREDIT DEBIT Touch **Credit**

TERMINAL MAY PROMPT:
PARENT CHILD Touch desired option

TABS CLOSE Touch **Tabs**

OPEN CLOSE VOID TAB TAB TAB Touch desired option, follow terminal prompts to complete transaction. Touch **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.

CHECK CREDIT DEBIT Touch **Credit**

TERMINAL MAY PROMPT:
PARENT CHILD Touch desired option

TABS CLOSE Touch **Close**

TOTALS CORRECT? \$0.00 YES NO

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

BATCH CLOSE OKAY CLOSE \$0.00 ##### Touch **Clear** to return to idle prompt

TIP ADJUSTMENT Use this function to add the tip amount to a transaction that is in the current batch. Note: Prompts may vary based on terminal setup.

CHECK CREDIT DEBIT Touch **Credit**

TABS CLOSE REPRINT EDIT TIPS Touch **Edit Tips**

ENTER TRANS # Key transaction number and touch **Enter**

FD SALE 00000 TIP \$0.00 AMOUNT \$0.00 XXXXXXXXXXXXXXXX <PREV EDIT NEXT> Touch **Edit**

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

FD SALE 00000 TIP \$0.00 AMOUNT* \$0.00 XXXXXXXXXXXXXXXX <PREV EDIT NEXT> <BACK Touch **Back** 3X 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). Note: Prompts may vary based on terminal setup.

CHECK CREDIT DEBIT Touch **Credit**

TERMINAL MAY PROMPT:
PARENT CHILD Touch desired option

BACK MORE Touch **More**

PRINT REPORT TIP REPORT Touch **Print Report**

NET TOTALS TABS CARD TOTALS CARD DET SER V TOTALS SERV DET Touch the desired report to print

PRINTING REPORT.... Touch **X** 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).

CHECK CREDIT DEBIT Touch **Credit**

TERMINAL MAY PROMPT:
PARENT CHILD Touch desired option

REPRINT EDIT TIPS PRESALE BACK MORE Touch **More**

VIEW REPORT PRINT REPORT Touch **View Report**

NET TOTALS TABS CARD TOTALS CARD DET SER V TOTALS SERV DET Touch the desired report to view

TERMINAL MAY PROMPT:
INVOICE OR SERVER# Key invoice or server number and press **Enter**

VS VOID SALE 00000 SRV 0000 OK0000 AMOUNT \$0.00 XXXXXXXXXXXXXXXX <PREV EDIT NEXT> Touch **X** to return to idle prompt or touch **Next** to scroll through other transactions

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Restaurant
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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.

CHECK CREDIT DEBIT	Touch Credit
TERMINAL MAY PROMPT: PARENT CHILD	Touch desired option
SALE REFUND FORCE AUTH	Touch Sale
CREDIT SALE SWIPE CARD	Swipe card or manually key card number and touch Enter
EXPIRE DATE MMY	Key expiration date and touch Enter
CARD PRESENT? YES NO	Touch Yes if the card is present or Touch No if the card is not present
ENTER CARD CODE	Key card code and touch Enter
ENTER AMOUNT \$0.00	Key amount and touch Enter
ADDRESS	Key the first 5 digits of the customer's address and touch Enter
ZIP CODE	Key customer's zip code and touch Enter
DIALING.....	Terminal communicates with the host for approval
PRINT CUST RECEIPT YES NO	Touch Yes to print customer receipt
VISA SALE AUTH/TKT 0000-00 AVS = XXX	Touch Clear to return to idle prompt

DEBIT SALE (with Cash Back) Use this function to authorize and capture transactions for settlement.

CHECK CREDIT DEBIT	Touch Debit
TERMINAL MAY PROMPT: PARENT CHILD	Touch desired option
SALE REFUND	Touch Sale
DEBIT SALE SWIPE CARD	Swipe card <i>Debit card can't be manually keyed</i>
DEBIT SALE ENTER AMOUNT \$0.00	Key amount and touch Enter
CASHBACK AMT? \$0.00	Key cashback amount on terminal or pindpad and touch Enter
TERMINAL MAY PROMPT: WAITING FOR TIP ENTRY ON PIN PAD	Key tip amount on pin pad and touch Enter
TOTAL \$0.00 ENTER PIN	Instruct customer to enter PIN via PIN pad and touch Enter . <i>Do not ask customer for the PIN</i>
DIALING.....	Terminal communicates with the host for approval
PRINT CUST RECEIPT? YES NO	Touch Yes to print customer receipt
DEBIT SALE APPROVED 000000	Touch Clear to return to idle prompt

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

CHECK CREDIT DEBIT	Touch Credit
TERMINAL MAY PROMPT: PARENT CHILD	Touch desired option
REPRINT EDIT TIPS PRESALE BACK MORE	Touch More
INQUIRY VOID TRANS	Touch Void Trans
ENTER INVOICE # TO VOID	Key invoice number and touch Enter
VS SALE 001 CLK 0000 AVS = Y \$0.00 XXXXXXXXXXXXXXXXXX <PREV VOID NEXT>	Touch Void
VOID TRANS? YES NO	Touch Yes
VOID COMPLETE	
VS VOID SALE 0000 CLK 0000 OK0000 AMOUNT \$0.00 XXXXXXXXXXXXXXXXXX <PREV VOID NEXT>	Touch X to return to idle prompt

AUTHORIZATION ONLY This procedure is to authorize a credit card transaction. This will not capture in the terminal.

CHECK CREDIT DEBIT	Touch Credit
TERMINAL MAY PROMPT: PARENT CHILD	Touch desired option
SALE REFUND FORCE AUTH	Touch Auth
AUTH ONLY SALE SWIPE CARD	Swipe card or manually key card number and touch Enter
EXPIRE DATE MMY	Key expiration date and touch Enter
CARD PRESENT? YES NO	Touch Yes if the card is present or Touch No if the card is not present
ENTER CARD CODE	Key card code and touch Enter
VISA AUTH ONLY ENTER AMOUNT \$0.00	Key amount and touch Enter
ADDRESS	Key the first 5 digits of the customer's address and touch Enter
ZIP CODE	Key customer's zip code and touch Enter
DIALING.....	Terminal communicates with the host for approval
APPROVED #####	Touch Clear to return to idle prompt

REFUND Use this function to issue a credit to the cardholder's account for goods or services.

CHECK CREDIT DEBIT	Touch Credit
TERMINAL MAY PROMPT: PARENT CHILD	Touch desired option
SALE REFUND FORCE	Touch Refund
CREDIT REFUND SWIPE CARD	Swipe card or manually key card number and touch Enter
EXPIRE DATE MMY	Key expiration date and touch Enter
CARD PRESENT? YES NO	Touch Yes if the card is present or Touch No if the card is not present
ENTER CARD CODE	Key card code and touch Enter
<CARD TYPE> REFUND ENTER AMOUNT \$0.00	Key amount and touch Enter
PRINT CUST RECEIPT YES NO	Touch Yes to print customer receipt.
VISA REFUND APPROVED	Touch Clear to return to idle prompt

FORCE SALE Use this function to capture transactions when voice approval has been obtained.

CHECK CREDIT DEBIT	Touch Credit
TERMINAL MAY PROMPT: PARENT CHILD	Touch desired option
SALE REFUND FORCE AUTH	Touch Force
CREDIT FORCE SWIPE CARD	Swipe card or manually key card number and touch Enter
EXPIRE DATE MMY	Key expiration date and touch Enter
CARD PRESENT? YES NO	Touch Yes if the card is present or Touch No if the card is not present
ENTER CARD CODE	Key card code and touch Enter
VISA FORCE SALE ENTER AMOUNT \$0.00	Key amount and touch Enter
ENTER AUTH CODE	Key authorization number that was obtained by the voice authorization center and touch Enter
PRINT CUST RECEIPT YES NO	Touch Yes to print customer receipt.
APPROVED #####	Touch Clear to return to idle prompt

REPRINT Use this function to reprint the last transaction or any transaction stored in the terminal's memory.

CHECK CREDIT DEBIT	Touch Credit
TERMINAL MAY PROMPT: PARENT CHILD	Touch desired option
REPRINT EDIT TIPS PRESALE	Touch Reprint
ENTER INVOICE #	Key invoice number and touch Enter or touch Enter to reprint last receipt
PRINT CUST RECEIPT YES NO	Touch Yes to print customer receipt.
SALE REFUND FORCE AUTH CLOSE REPRINT PRESALE	Touch X 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).

CHECK CREDIT DEBIT	Touch Credit
TERMINAL MAY PROMPT: PARENT CHILD	Touch desired option
BACK MORE	Touch More
PRINT REPORT TIP REPORT	Touch Print Report
NET CARD CARD TOTAL TOTAL DETAIL	Touch the desired report to print
PRINTING REPORT....	Touch X 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).

CHECK CREDIT DEBIT	Touch Credit
TERMINAL MAY PROMPT: PARENT CHILD	Touch desired option
REPRINT EDIT TIPS PRESALE BACK MORE	Touch More
VIEW REPORT PRINT REPORT	Touch View Report
NET CARD CARD TOTAL TOTAL DETAIL	Touch the desired report to view
TERMINAL MAY PROMPT: INVOICE OR CLERK#	Key invoice or clerk number and press Enter
VS VOID SALE 0000 CLK 0000 OK0000 AMOUNT \$0.00 XXXXXXXXXXXXXXXXXX <PREV EDIT NEXT>	Touch X to return to idle prompt or touch Next to scroll through other transactions

PRESALE Use this procedure to print a generic offline non-sale receipt which will include a printed pre tip amount and a blank line for tips and totals.

CHECK CREDIT DEBIT	Touch Credit
TERMINAL MAY PROMPT: PARENT CHILD	Touch desired option
REPRINT EDIT TIPS PRESALE	Touch Presale
PRE-SALE ENTER AMOUNT \$0.00	Key pre-sale amount and touch Enter
PRINTING PRE-SALE RECEIPT	Touch 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.

CHECK CREDIT DEBIT	Touch Credit
TERMINAL MAY PROMPT: PARENT CHILD	Touch desired option
CLOSE REPRINT EDIT TIPS	Touch Close
TOTALS CORRECT? \$0.00 YES NO	
DIALING.....	Terminal communicates with the host for approval
BATCH CLOSE OKAY CLOSE \$0.00 #####	Touch Clear to return to idle prompt

FIRST DATA FD300® QUICK REFERENCE GUIDE



Retail
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