



Credit Card Sale - Swipe, TAP / WAVE

Display	Action
MENU BAR Sale Refund Settle Offline Void Gift Card	Slide the card through the card reader or TAP / WAVE the card on the RFID reader.
Base Amount \$X.XX	Key in the base amount and press [ENTER/Enter].
Total Correct? \$X.XX Yes or No	Press [ENTER/Enter] to accept the total amount, or press [CLEAR/Clear] to key a new amount.
MENU BAR Sale Refund Settle Offline Void Gift Card	No action while terminal communicates, receipt prints and screen returns to the idle prompt.

Credit Card Sale - Manual

Display	Action
MENU BAR Sale Refund Settle Offline Void Gift Card	Press the hot key to the left of the Sale option.
Swipe/Tap Cust. Card	Key in the card number.
Enter Card Number	Once card number is keyed, press [ENTER/Enter].
Expiration Date MMY	Key in the expiration date and press [ENTER/Enter].
Mail/Phone Order? Yes or No	Press [ENTER/Enter] (Yes) if the transaction is a MOPO transaction. Press [CLEAR/Clear] (No) if the transaction is not a MOPO transaction.
Base Amount \$X.XX	Key in the base amount and press [ENTER/Enter].
Total Correct? \$X.XX Yes or No	Press [ENTER/Enter] to accept the total amount, or press [CLEAR/Clear] to key a new amount.
MENU BAR Sale Refund Settle Offline Void Gift Card	No action while terminal communicates, receipt prints and screen returns to the idle prompt.

Auth Only

Display	Action
MENU BAR Sale Refund Settle Offline Void Gift Card	Press [ENTER/Enter].
Transaction Batch Reports	Press the hot key to the left of Transaction.
Sale Refund Offline	Press the hot key to the right of the ARROW or press [ENTER/Enter] to scroll until the screen displays Auth Only.
Auth Only Balance Card Verify	Press the hot key to the left of Auth Only.
Swipe/Tap Cust. Card	Slide the card through the card reader, TAP / WAVE the card on the RFID reader or manually key the card number, and then press [ENTER/Enter].
Base Amount \$X.XX	Key in the base amount and press [ENTER/Enter].
Total Correct? \$X.XX Yes or No	Press [ENTER/Enter] to accept the total amount, or press [CLEAR/Clear] to key a new amount.
MENU BAR Sale Refund Settle Offline Void Gift Card	No action while terminal communicates, receipt prints and screen returns to the idle prompt.

Force/Offline Sale

Display	Action
MENU BAR Sale Refund Settle Offline Void Gift Card	Press the hot key to the right of the Offline option.
Swipe/Tap Cust. Card	Slide the card through the card reader, TAP / WAVE the card on the RFID reader or manually key the card number, and then press [ENTER/Enter].
Base Amount \$X.XX	Key in the base amount and press [ENTER/Enter].
Total Correct? \$X.XX Yes or No	Press [ENTER/Enter] to accept the total amount, or press [CLEAR/Clear] to key a new amount.
Enter Approval Code	Key in the approval code and press [ENTER/Enter]. Note: Terminal will only accept an approval code of six digits
MENU BAR Sale Refund Settle Offline Void Gift Card	No action while receipt prints and screen returns to the idle prompt.

Credit Refund		
Display	Action	
MENU BAR Sale Refund Settle Offline Void Gift Card	Press the hot key to the left of the Refund option.	
Swipe/Tap Cust. Card	Slide the card through the card reader, TAP / WAVE the card on the RFID reader or manually key the card number, and then press [ENTER/Enter].	
Amount \$X.XX	Key in the amount and press [ENTER/Enter].	
MENU BAR Sale Refund Settle Offline Void Gift Card	No action while terminal communicates, receipt prints and screen returns to the idle prompt.	

Debit Sale		
Display	Action	
MENU BAR Sale Refund Settle Offline Void Gift Card	Press the hot key to the left of the Sale option.	
Debit Credit EBT	Press the hot key to the left of the Debit option.	
Swipe/Tap Cust. Card	Slide the card through the card reader.	
Sale Amount \$X.XX	Key in the sale amount and press [ENTER/Enter].	
Total Correct? \$X.XX Yes or No	Press [ENTER/Enter] (Yes) to accept the total. Press [CLEAR/Clear] (No) to key a new amount.	
WAITING FOR PIN	Key PIN on PIN pad. Note: This prompt will only display if an external PIN pad is utilized.	
Total Enter Pin \$X.XX	Key in the PIN and press [ENTER/Enter]. Note: This prompt will only display if the internal PIN pad is utilized.	
MENU BAR Sale Refund Settle Offline Void Gift Card	No action while terminal communicates, receipt prints and screen returns to the idle prompt.	

Debit Refund		
Display	Action	
MENU BAR Sale Refund Settle Offline Void Gift Card	Press the hot key to the left of the Refund option.	
Debit Credit EBT	Press the hot key to the left of the Debit option.	
Swipe/Tap Cust. Card	Slide the card through the card reader.	
Amount \$X.XX	Key in the amount and press [ENTER/Enter].	
WAITING FOR PIN	Key PIN on PIN pad. Note: This prompt will only display if an external PIN pad is utilized.	
Total Enter Pin \$X.XX	Key in the PIN and press [ENTER/Enter]. Note: This prompt will only display if the internal PIN pad is utilized.	
MENU BAR Sale Refund Settle Offline Void Gift Card	No action while terminal communicates, receipt prints and screen returns to the idle prompt.	

Open Tab		
Display	Action	
MENU BAR Sale Refund Settle Offline Void Gift Card	Press [FUNCTION].	
Merchant Function Enter Number	Key in the number [20] and then press [ENTER/Enter].	
Open Close Delete	Press the hot key to the left of Open .	
Swipe/Tap Cust. Card	Slide the card through the card reader, TAP / WAVE the card on the RFID reader or manually key in the card number, and then press [ENTER/Enter].	
Amount \$X.XX	Key in the base amount and press [ENTER/Enter].	
Total Correct? \$X.XX Yes or No	Press [ENTER/Enter] to accept the total amount, or press [CLEAR/Clear] to key a new amount.	
MENU BAR Sale Refund Settle Offline Void Gift Card	No action while terminal communicates, receipt prints and screen returns to the idle prompt.	

Shaded sections are optional or conditional prompts.

Close Tab		
Display	Action	
MENU BAR Sale Offline Refund Void Settle Gift Card	Press [FUNCTION].	
Merchant Function Enter Number	Key in the number [20] and then press [ENTER/Enter].	
Open Close Delete	Press the hot key to the left of Close .	
Invoice # Card #, Last 4	Press the hot key to the left of the desired option.	
Enter [Search Option]	Key in the information of the tab to be closed, and press [ENTER/Enter].	
XXXXX Correct?	\$X.XX	Press [ENTER/Enter] to close the displayed tab, or press [CLEAR/Clear] to search for another tab.
[CARD TYPE] CLOSE TAB CORRECT?		Press [ENTER/Enter] to close the displayed tab or press [CLEAR/Clear] to return to the main menu.
Total Correct?	\$X.XX	Press [ENTER/Enter] to accept the close tab amount, or press [CLEAR/Clear] to key a new amount.
Base Amount New Amount ?	\$X.XX	Key in the base amount and press [ENTER/Enter].
Tip Amount New Amount?	\$X.XX	Key in the tip amount and press [ENTER/Enter].
Total Correct?	\$X.XX	Press [ENTER/Enter] if the total is correct. Press [CLEAR/Clear] to edit the total amount. Note: This option applies only to Debit and EBT transactions, or to tabs.
Payment Type Same Card Credit Debit Cash	Press the hot key to the right or left of the appropriate option. Note: If cash is chosen, then a receipt will not print.	
MENU BAR Sale Offline Refund Void Settle Gift Card	No action while terminal communicates, receipt prints and screen returns to the idle prompt.	

Delete Tab		
Display	Action	
MENU BAR Sale Offline Refund Void Settle Gift Card	Press [FUNCTION].	
Merchant Function Enter Number	Key in the number [20] and then press [ENTER/Enter].	
Open Close Delete	Press the hot key to the left of Delete .	
Invoice # Total Amount Server Number	Press the hot key to the left of the desired option.	
Enter [Search Option]	Key in the information of the tab to be deleted, and press [ENTER/Enter].	
XXXXX Correct?	\$X.XX Yes or No	Press [ENTER/Enter] to delete the displayed tab, or press [CLEAR/Clear] to search for another tab.
MENU BAR Sale Offline Refund Void Settle Gift Card	No action while screen returns to the idle prompt.	

Reprint		
Display	Action	
MENU BAR Sale Offline Refund Void Settle Gift Card	Press [FUNCTION].	
Merchant Function Enter Number	Key in the number [73] and then press [ENTER/Enter].	
Enter Invoice Number or Press Enter For Last Invoice	Key the desired invoice number, and then press [ENTER/Enter]. Or, press [ENTER/Enter] for last transaction.	
Customer Copy Merchant Copy	Press the hot key to the left of the desired receipt type.	
MENU BAR Sale Offline Refund Void Settle Gift Card	No action while receipt prints and screen returns to the idle prompt.	

Tip Adjustment		
Display	Action	
MENU BAR Sale Offline Refund Void Settle Gift Card	Press [ENTER/Enter].	
Transaction Batch Reports	Press the hot key to the left of Batch .	
Settle Review Total	Press the hot key to the right of the ARROW or press [ENTER/Enter] to scroll until the screen displays Adjust .	
Find Adjust Void	Press the hot key to the left of Adjust .	
Enter Invoice Number	Key in the invoice number and press [ENTER/Enter] to adjust another transaction. Press [CANCEL/Cancel] to return to the idle prompt.	
Base Amount Enter Tip	\$X.XX \$0.00	Key in the tip amount, and then press [ENTER/Enter].
Total Correct?	\$X.XX	Press [ENTER/Enter] (Yes) to accept the total for the displayed transaction. Press [CLEAR/Clear] (No) to adjust the current tip/total amount for the transaction.
Enter Invoice Number	Key in an additional invoice number to continue adjustments or press [CANCEL/Cancel] to return to the idle prompt.	

Shaded sections are optional or conditional prompts.

Void		
Display		Action
MENU BAR Sale Offline Refund Void Settle Gift Card		Press the hot key to the right of the Void option.
Invoice # Total Amount Server Number		Press the hot key to the left of the desired option.
Enter [Search Option]		Key in the information of the transaction to be voided, and press [ENTER/Enter].
XXXXXX \$X.XX Correct? Yes or No		Press [ENTER/Enter] (Yes) to void the displayed transaction. Press [CLEAR/Clear] (No) to continue searching.
Response Transaction Accepted		No action while receipt prints.
MENU BAR Sale Offline Refund Void Settle Gift Card		Press [CANCEL/Cancel] to return to the idle prompt.

Reports		
Display		Action
MENU BAR Sale Offline Refund Void Settle Gift Card		Press [REPORTS].
Audit Summary Till Server Tip Tip Discounts Reprint Open Tabs Settlement Shift Performance Configuration History HCS Batch Inq SV Cash Out SV Report A SV Report B		Press the hot key to the right of the ARROW to scroll down if necessary and then press the hot key to the left of the appropriate option. Note: Available report options are configurable based on enabled/disabled features.
MENU BAR Sale Offline Refund Void Settle Gift Card		No action while receipt prints and screen returns to the idle prompt.

Server Sign On/Sign Off		
Display		Action
MENU BAR Sale Offline Refund Void Settle Gift Card		Press [FUNCTION].
Merchant Function Enter Number		Key in the number [77] and then press [ENTER/Enter].
Signon/Off Enter Server Number		Key in the appropriate server number and press [ENTER/Enter].
Sign[-On/-Off]?		Press [ENTER/Enter] to proceed. Press [CLEAR/Clear] to return to the previous prompt.
Response Transaction Accepted		No action.
Signon/Off Enter Server Number		Key in the appropriate server number and press [ENTER/Enter]. Press [CANCEL/Cancel] to return to idle prompt.
MENU BAR Sale Offline Refund Void Settle Gift Card		Screen returns to the idle prompt.

Settling the Batch		
Display		Action
MENU BAR Sale Offline Refund Void Settle Gift Card		Press [Settle].
Enter password		Key the password and press [ENTER].
Sales Total \$0.00		Key in the sales total and press [ENTER].
Sale Total Correct? \$XX.XX		Press [ENTER].
Refund Total \$0.00		Key in the refund total and press [ENTER].
Refund Total Correct? \$XX.XX		Press [ENTER].
Please Wait Scanning Batch		No action.
MENU BAR Sale Offline Refund Void Settle Gift Card		No action while terminal communicates, receipt prints and screen returns to the idle prompt.

Shaded sections are optional or conditional prompts.

Optional and Conditional Prompts

These prompts display as a result of specific features being activated, or in the course of certain transactions.

Display	Action
Debit Credit EBT	Press the hot key to the left of the appropriate option.
Enter Card Number	Once card number is keyed, press [ENTER/Enter].
#####-### #	Confirm the card number and expiration date, and press [ENTER/Enter].
Enter Last 4 No. of Customer Card	Key in the last 4 digits of account number and press [ENTER/Enter].
Expiration Date MMY	Key in the expiration date and press [ENTER/Enter].
Enter Password	Key in the password and then press [ENTER/Enter].
All Merchants MERCH 1 MERCH 2	Press the hot key to the left of the desired option.
MERCH 1 MERCH 2 MERCH 3	Press the hot key to the left of the desired merchant.
Enter Merch Password	Key in the password and press [ENTER/Enter].
Enter Server Number	Key in the server number and press [ENTER/Enter].
Enter Table I.D. Number	Key in the table I.D. number and press [ENTER/Enter].
Suggested Tip % 1 = 10 % 2 = 15 % 3 = 20 % Other None <or ENTER>	Press the hot key to the left of the desired amount, or press the corresponding number. Press the hot key to the right of the ARROW to scroll to additional options. Press [ENTER/Enter] to bypass tip.
Tip Amount	Key in the desired tip amount and press [ENTER/Enter], or press [ENTER/Enter] to bypass tip.
Tip Amount Correct? \$X.XX Yes or No	Press [ENTER/Enter] to accept the tip amount, or press [CLEAR/Clear] to key a new amount.
Mail/Phone Order? Yes or No	Press [ENTER/Enter] (Yes) if the transaction is a MOPO transaction. Press [CLEAR/Clear] (No) if the transaction is not a MOPO transaction.
Card Present?	Press [ENTER/Enter] (Yes) if the card is present. Press [CLEAR/Clear] (No) if the card is not present.
Take Imprint of Card	Imprint the card using a manual imprint machine, and press [ENTER/Enter].
Enter Customer Reference Number	Key in the customer reference number and press [ENTER/Enter].
VERIFICATION CODE Not Provided Present Illegible	Press the hot key to the left of the appropriate option. Press [ENTER/Enter] or the hot key to the right of the down arrow to scroll to another option. Press [CLEAR/Clear] to return to the main menu.
CXXX from Card	Key the Card Verification Code from the card and press [ENTER/Enter].
Enter Address	Key in the address and press [ENTER/Enter].
Enter Zip Code	Key in the ZIP code and press [ENTER/Enter].

Display	Action
Enter Invoice Number	Key in the invoice number and press [ENTER/Enter]. Press [ENTER/Enter] to accept terminal-generated invoice number.
P.O./I.D. Number	Key in the purchase order/ identification number, and press [ENTER/Enter].
Tax Amount \$X.XX	Key in the tax amount and press [ENTER/Enter].
Duplicate Trans Add?	Press [ENTER/Enter] (Yes) if the duplicate transaction should be processed. Press [CLEAR/Clear] (No) if the duplicate transaction should be canceled.
Print 2 nd Receipt Yes or No?	Press [ENTER/Enter] to print a second receipt. Press [CLEAR/Clear] to return to the idle prompt.
Cash Amount \$X.XX	Key in the cash back amount and press [ENTER/Enter], or press [ENTER/Enter] to bypass. Note: This option applies only to Debit transactions.
Enter Total Amount \$0.00	Enter the total amount of the transaction to be voided or the tab to be deleted, and press [ENTER/Enter].
Total Correct? \$X.XX Yes or No	Press [ENTER/Enter] to accept the total amount. Press [CLEAR/Clear] to edit the total amount. Note: This option applies only to Debit and EBT transactions, or to tabs.
Pin Pad Pin Pad Auto Detect	No action. Note: This option applies only to Debit and EBT transactions.
Signon/Off Enter Till Number	Key in the appropriate till number and press [ENTER/Enter].
Sign Off?	Press [ENTER/Enter] to sign off or press [CLEAR] to cancel.
Shift 0 For All Shift	Key in the appropriate shift number, or press [0] for all shifts and then press [ENTER/Enter].

Shaded sections are optional or conditional prompts.

AVS Response Codes

When you use the Address Verification System, refer to these codes to interpret the response.

Visa Codes

- Y** Address & 5-digit or 9-digit ZIP match (Domestic only)
- A** Address matches, ZIP code does not
- S** AVS not supported at this time (Domestic only)
- R** Issuer's authorization system is unavailable, try again later (Domestic only)
- U** Unable to perform address verification because either address information is unavailable or Issuer does not support AVS (Domestic only)
- Z** Either 5-digit or 9-digit ZIP matches, address does not or not included in request.
- N** Neither the ZIP nor the address matches
- B** Address matches, ZIP not verified.
- P** ZIP matches, address not verified
- C** Address and ZIP code not verified due to incompatible formats.
- D** Address and ZIP code match (International only)
- G** Address not verified for International transaction (International only)
- I** Address not verified (International only)
- M** Address and ZIP code match (International only)

MasterCard Codes

- Y** Exact, all digits match, 5-digit ZIP code
- A** Address matches, ZIP code does not
- S** AVS not supported at this time
- R** Retry, system unable to process
- U** No data from issuer/Authorization system
- Z** 5-digit ZIP code matches, but address does not
- N** Neither the ZIP nor the address matches
- W** For U.S. addresses, 9-digit ZIP code matches, but address does not; for address outside of U.S., the ZIP code matches, address does not
- X** Exact, all digits match, 9-digit ZIP code

Discover Codes

- Y** Address only matches
- A** Address and 5-digit ZIP code match
- S** AVS not supported at this time
- U** Retry, system unable to process
- Z** 5-digit ZIP code matches, but address does not
- N** Neither the ZIP nor the address matches
- W** No data from issuer/authorization system
- X** Address and 9-digit ZIP code match
- T** 9-digit ZIP code matches, but address does not

American Express Codes

- Y** Yes, address and ZIP code are both correct
- A** Address only is correct
- S** AVS not supported at this time
- R** System unavailable; retry
- U** The necessary information is not available, account number is neither U.S. nor Canadian
- Z** ZIP code only is correct
- N** Neither the ZIP nor the address matches

