

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

**DINING SALE (Swiped or Manually Keyed)** Use this function to authorize and capture transactions for settlement. If the magnetic stripe is unreadable and the card is manually keyed, you must obtain a card imprint on the sales slip using a manual imprinter as verification that the card is not present

MMM DD, YY HH:MM SWIPE CUSTOMER CARD	Press <b>Yes/Enter</b>
EDS DEBIT CORRECT? YES OR NO	Press <b>No/Clear</b> for credit card
ENTER LAST 4 NO. OF CUSTOMER CARD	Key last 4 digit of card number and press <b>Yes/Enter</b>
VISA SALE EXPIRATION DATE MMY	Key expiration date and press <b>Yes/Enter</b>
VISA SALE IMPRINT CARD	Press <b>Yes/Enter</b>
VISA SALE ENTER SERVER	Key server number and press <b>Yes/Enter</b>
VISA SALE ENTER TABLE NUMBER	Key table number and press <b>Yes/Enter</b>
VISA SALE BASE AMOUNT \$0.00	Key base amount and press <b>Yes/Enter</b>
VISA SALE TIP AMOUNT \$0.00	Key tip amount and press <b>Yes/Enter</b>
TOTAL \$0.00 CORRECT? YES OR NO	Verify totals and press <b>Yes/Enter</b>
VISA SALE TICKET / NOICE NUMBER	Key ticket / invoice number and press <b>Yes/Enter</b>
VISA SALE TEAR NOW, PRESS ENTER	On approval, tear slip and have customer sign the receipt. Press <b>Yes/Enter</b> for customer copy. If CALL CENTER is displayed, call for voice authorization and enter the transaction as an Offline Sale.
APPROVAL 000000	Press <b>Cancel</b> to return to the idle prompt.

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

MMM DD, YY HH:MM SWIPE CUSTOMER CARD	Press <b>Refund</b>
REFUND SWIPE CUSTOMER CARD	Swipe card or key card number and press <b>Yes/Enter</b>
EDS DEBIT CORRECT? YES OR NO	Press <b>No/Clear</b> for credit card refund or press <b>Yes/Enter</b> for debit card refund
VISA REFUND EXPIRATION DATE MMY	Key expiration date and press <b>Yes/Enter</b>
VISA REFUND AMOUNT \$0.00	Key amount and press <b>Yes/Enter</b>
TEAR NOW, PRESS ENTER	Tear slip and have customer sign the receipt. Press <b>Yes/Enter</b> for customer copy.
VISA REFUND TRANSACTION ACCEPTED	Press <b>Cancel</b> to return to the idle prompt

**DEBIT** Use this function to authorize and capture a debit transaction for settlement.  
**Note: Debit cards cannot be entered manually.**

MMM DD, YY HH:MM SWIPE CUSTOMER CARD	Press <b>Debit</b>
DEBIT SWIPE CUSTOMER CARD	Swipe debit card
EDS DEBIT CORRECT? YES OR NO	Press <b>Yes/Enter</b> for debit card
EDS DEBIT BASE AMOUNT \$0.00	Key base amount and press <b>Yes/Enter</b>
VISA DEBIT TIP AMOUNT \$0.00	Key tip amount and press <b>Yes/Enter</b>
EDS DEBIT CASH AMOUNT \$0.00	Key cashback amount and press <b>Yes/Enter</b>
TOTAL \$0.00 CORRECT? YES OR NO	Verify total amount and press <b>Yes/Enter</b>
EDS DEBIT WAITING FOR PIN	Instruct customer to key PIN via PIN pad and press <b>Enter</b> . <b>Do not ask customer for the PIN</b>
TEAR NOW, PRESS ENTER	On approval, tear slip and press <b>Yes/Enter</b> for customer copy
EDS DEBIT APPROVAL OK 000000	Press <b>Cancel</b> to return to the idle prompt.

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

MMM DD, YY HH:MM SWIPE CUSTOMER CARD	Press <b>Offline</b>
** OFFLINE MODE ** ENTER ACCOUNT NUMBER	Swipe card or key card number and press <b>Yes/Enter</b>
EDS DEBIT CORRECT? YES OR NO	Press <b>Yes/Enter</b> for debit card or press <b>No/Clear</b> for credit card
VISA OFFLINE EXPIRATION DATE MMY	Key expiration date and press <b>Yes/Enter</b>
VISA OFFLINE BASE AMOUNT \$0.00	Key base amount and press <b>Yes/Enter</b>
VISA OFFLINE ENTER APPROVAL CODE	Key authorization number obtained through the voice authorization center and press <b>Yes/Enter</b>
TEAR NOW, PRESS ENTER	Tear slip and have customer sign the receipt. Press <b>Yes/Enter</b> for customer copy.
VISA OFFL TRANSACTION ACCEPTED	Press <b>Cancel</b> to return to the idle prompt

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

MMM DD, YY HH:MM SWIPE CUSTOMER CARD	Press <b>Open Tab</b> or press <b>Function 8 0</b> and <b>Yes/Enter</b>
OPEN TAB SWIPE CUSTOMER CARD	Swipe card or key card number and press <b>Yes/Enter</b>
EDS DEBIT CORRECT? YES OR NO	Press <b>No/Clear</b> for credit card
VISA OPEN TAB EXPIRATION DATE MMY	Key expiration date and press <b>Yes/Enter</b>
VISA OPEN TAB AMOUNT \$0.00	Key tab amount and press <b>Yes/Enter</b>
TEAR NOW, PRESS ENTER	Tear slip and have customer sign the receipt. Press <b>Yes/Enter</b> for customer copy.
VISA OPEN TAB APPROVAL 000000	Press <b>Cancel</b> to return to the idle prompt

**TIP ADJUSTMENT** Use the function to adjust the tip amount for any transaction in the current unsettled batch.

MMM DD, YY HH:MM SWIPE CUSTOMER CARD	Press <b>Tip</b>
1=INV 2=CARD 3=AMT 4=SERVER 5=SEQ	Press <b>1, 2, 3, 4</b> or <b>5</b> to select search method
TIP ENTER INVOICE NUMBER	Key requested information and press <b>Yes/Enter</b> (i.e. Invoice Number)
000000= TIP \$0.00	Verify displayed transaction and press <b>Yes/Enter</b> to add the tip amount
ENTER TIP \$0.00	Key tip amount and press <b>Yes/Enter</b>
\$0.00 CORRECT? YES OR NO	Verify total amount and press <b>Yes/Enter</b> if total is correct, or <b>No/Clear</b> if incorrect.
TRANSACTION ACCEPTED 000000= \$0.00	Press <b>Cancel</b> to return to the idle prompt

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

MMM DD, YY HH:MM SWIPE CUSTOMER CARD	Press <b>Reprint</b>
1=INV 2=CARD 3=AMT 4=SERVER 5=SEQ	Press <b>1, 2, 3, 4</b> or <b>5</b> to select search method
REPRINT ENTER INVOICE NUMBER	Key requested information (i.e. Invoice Number) and press <b>Yes/Enter</b>
PRINTING...PLEASE WAIT REPRINT COMPLETE	Press <b>Cancel</b> to return to the idle prompt

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## Restaurant

Application ID: 067

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

MMM DD, YY HH:MM  
SWIPE CUSTOMER CARD

Press **Close Tab**

1=INV 2=CARD 3=AMT  
4=SERVER

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

CLOSE TAB  
ENTER INVOICE NUMBER

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

CLOSE TAB  
XXXXXXXXXXXXXXXXXX

Verify transaction and press **Yes/Enter**

CLOSE TAB  
BASE AMOUNT \$0.00

Key base amount and press **Yes/Enter**

TIP AMOUNT \$0.00  
ENTER TIP \$0.00

Key tip amount and press **Yes/Enter**

TOTAL \$0.00  
CORRECT? YES OR NO

Verify total amount and press **Yes/Enter** if total amount is correct or press **No/Clear** to re-enter amount

TRANSACTION ACCEPTED

Press **Cancel** to return to the idle prompt

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

MMM DD, YY HH:MM  
SWIPE CUSTOMER CARD

Press **Void**

1=INV 2=CARD 3=AMT  
4=SERVER 5=SEQ

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

VOID  
INVOICE NUMBER

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

000000 \$0.00  
CORRECT? YES OR NO

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

TRANSACTION VOIDED  
TEAR NOW, PRESS ENTER

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

VOID  
INVOICE NUMBER

Press **Cancel** to return to the idle prompt

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

MMM DD, YY HH:MM  
SWIPE CUSTOMER CARD

Press **Adjust**

1=INV 2=CARD 3=AMT  
4=SERVER 5=SEQ

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

ADJUST  
ENTER INVOICE NUMBER

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

TOTAL \$0.00  
CORRECT? YES OR NO

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

TOTAL \$0.00  
NEW AMOUNT \$0.00

Key new amount and press **Yes/Enter**

TOTAL \$0.00  
CORRECT? YES OR NO

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

TRANSACTION ACCEPTED  
ENTER INVOICE NUMBER

Press **Cancel** to return to the idle prompt

**PRE-SETTLEMENT INSTRUCTIONS**

- Place all transaction receipts in sequence number order. Run an adding machine tape of the transactions.
- Print appropriate report (see *Print Reports* instructions). Compare your totals to the terminal report.
- 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.

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

MMM DD, YY HH:MM  
SWIPE CUSTOMER CARD

Press **Totals**

TOTALS SALES  
00 ITEMS \$0.00

Press **←** to view refund totals

TOTALS REFUND  
00 ITEMS \$0.00

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

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

MMM DD, YY HH:MM  
SWIPE CUSTOMER CARD

Press **Reports**

1=SERVER 2=AUDIT  
3=SUMMARY 4=OPENTAB

Press **1**, **2**, **3** or **4** to select desired report, then follow additional prompts

PRINT LIST  
PRINTING, WAIT...

Report is printing

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

MMM DD, YY HH:MM  
SWIPE CUSTOMER CARD

Press **Settle**

HOST NUMBER SETTLE

Press **Yes/Enter** to settle all hosts

NET TOTAL \$0.00  
CORRECT? YES OR NO

Verify net total and press **Yes/Enter** if total is correct or press **No/Clear** to exit

OK000000000000 SETTLE

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

### VOICE AUTHORIZATION NUMBERS

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

AX \_\_\_\_\_

DISCOVER®/NOVUS \_\_\_\_\_

DC/CB \_\_\_\_\_

OTHER \_\_\_\_\_

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

### PROGRAMMING INFORMATION

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

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

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

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

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

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](mailto:Suggestions@ProductEnhancements.com)

Please note that this is not a customer service line. Your message may not be responded to, but will be carefully read and considered as a potential enhancement.