

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

SALE (Swipe or Manually Keyed) Use this function to authorize and 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 imprinter on the sales slip using a manual imprinter as verification that the card is present.

MMM DD, YY HHMM SWIPE CUSTOMER CARD	Swipe card or key card number and press Yes/Enter
EDS DEBIT CORRECT? YES OR NO	Press No/Clear for credit card
VISA SALE CARD PRESENT?	Press No/Clear if the card is not present or press Yes/Enter if the card is present
VISA SALE EXPIRATION DATE MMY	Key expiration date and press Yes/Enter
VISA SALE EMAIL/WEBSITE? Y OR N	Press No/Clear if this is not an E-Commerce transaction or press Yes/Enter if this is an E-Commerce transaction.
VISA SALE ENCRYPTED? Y OR N	Press No/Clear if the website is not encrypted/secure or press Yes/Enter if the website is encrypted/secure
VISA SALE RECURRING TRANS? Y N	Press No/Clear if this not a recurring transaction or press Yes/Enter if this is a recurring transaction.
VISA SALE BASE AMOUNT \$0.00	Key amount and press Yes/Enter
VISA SALE ENTER ADDRESS	Key first 5 numeric digits of customer's address and press Yes/Enter
VISA SALE ENTER ZIP CODE	Key customer's zip code and press Yes/Enter
VISA SALE ENTER CARD CODE	Key in 3 digit card code and press Yes/Enter or press Yes/Enter for other options. The card code can be found on the signature line of the customer's credit card.
VISA SALE ENTER CLERK	Key clerk number and press Yes/Enter
VISA SALE TICKET / INVOICE NUMBER	Key ticket / invoice number and press Yes/Enter
VISA SALE ENTER PURCHASE#	Key purchase number or customer code and press Yes/Enter
VISA SALE TAX AMOUNT \$0.00	Key tax amount and press Yes/Enter
VISA SALE TAX EXEMPT? YES OR NO	Press Yes/Enter if transaction is tax exempt. If No/Clear is pressed, tax will be requested again (only displayed if tax = \$0.00).
TOTAL \$0.00 CORRECT? YES OR NO	Verify amount and press Yes/Enter
VISA SALE TEAR NOW, PRESS ENTER	On approval, tear slip and have customer sign the receipt. Press Yes/Enter for customer copy. If CALL CENTER is displayed, call for voice authorization and enter the transaction as an Offline Sale.
VISA SALE APPROVAL YY 000000	Press Cancel to return to the idle prompt.

AVS RESPONSE CODES:

X = Address and 9 digit ZIP match	S = Service Not Supported
Y = Address and 5 digit ZIP match	N = No Match
A = Address Match, ZIP code does not	U = Unavailable
W = 9 digit ZIP matches, Address does not	
Z = 5 digit ZIP Code Match, Address does not	
E = Transaction ineligible for Address Verification	
R = Issuer authorization system is unavailable—try later	

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 CVC2(MC) 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.

MMM DD, YY HHMM SWIPE CUSTOMER CARD	Press Debit
DEBIT SWIPE CUSTOMER CARD	Swipe debit card
EDS DEBIT CORRECT? YES OR NO	Press Yes/Enter for debit card
EDS DEBIT BASE AMOUNT \$0.00	Key amount and press Yes/Enter
EDS DEBIT CASH AMOUNT \$0.00	Key cashback amount and press Yes/Enter
TOTAL \$0.00 CORRECT? YES OR NO	Verify total amount and press Yes/Enter
EDS DEBIT WAITING FOR PIN	Instruct customer to key PIN via PIN pad and press Enter . Do not ask customer for the PIN
TEAR NOW, PRESS ENTER	On approval, tear slip and press Yes/Enter for customer copy.
EDS DEBIT APPROVAL OK 000000	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 HHMM SWIPE CUSTOMER CARD	Press Void
1=INV 2=CARD 3=AMT 4=CLERK 5=SEQ	Press 1 , 2 , 3 , 4 or 5 to select search method.
VOID ENTER 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 ENTER INVOICE NUMBER	Press Cancel 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 HHMM SWIPE CUSTOMER CARD	Press Refund
REFUND SWIPE CUSTOMER CARD	Swipe card or key card number and press Yes/Enter
EDS DEBIT CORRECT? YES OR NO	Press No/Clear for credit card refund or press Yes/Enter for debit card refund
VISA REFUND EXPIRATION DATE MMY	Key expiration date and press Yes/Enter
VISA REFUND BASE AMOUNT \$0.00	Key refund amount and press Yes/Enter
TEAR NOW, PRESS ENTER	Tear slip and have customer sign the receipt. Press Yes/Enter for customer copy.
VISA REFUND TRANSACTION ACCEPTED	Press Cancel 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 HHMM SWIPE CUSTOMER CARD	Press Offline
** OFFLINE MODE ** ENTER ACCOUNT NUMBER	Swipe card or key card number and press Yes/Enter
EDS OFFL CORRECT? YES OR NO	Press Yes/Enter for debit card or press No/Clear for credit card
VISA OFFLINE EXPIRATION DATE MMY	Key expiration date and press Yes/Enter
VISA OFFLINE BASE AMOUNT \$0.00	Key amount and press Yes/Enter
VISA OFFLINE ENTER APPROVAL CODE	Key authorization number obtained through the voice authorization center and press Yes/Enter
TEAR NOW, PRESS ENTER	Tear slip and have customer sign the receipt. Press Yes/Enter for customer copy.
VISA OFFL TRANSACTION ACCEPTED	Press Cancel to return to the idle prompt

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

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

NASHVILLE PLATFORM

HYPERCOM® T7 QUICK REFERENCE GUIDE



Retail
Application ID: 067

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=CLERK 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

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

MMM DD, YY HH:MM
SWIPE CUSTOMER CARD

Press **Function 9** and **Yes/Enter**

AUTHORIZE SWIPE CUSTOMER CARD

Swipe card or key card number and press **Yes/Enter**

EDS AUTHORIZE
CORRECT? YES OR NO

Press **Yes/Enter** for debit card or press **No/Clear** for credit card

VISA AUTHORIZE
EXPIRATIONDATE MMY

Key expiration date and press **Yes/Enter**

VISA AUTHORIZE
AMOUNT \$0.00

Key amount and press **Yes/Enter**

TEAR NOW, PRESS ENTER

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

AVS CODE: YYCC:X
APPROVAL OK 000000

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

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

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.

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

MMM DD, YY HH:MM
SWIPE CUSTOMER CARD

Press **Reports**

1=CLERK 2=AUDIT
3=SUMMARY

Press **1**, **2**, or **3** 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 \$XXX
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

INDUSTRY INFORMATION

AVS (Address Verification Service) - A service designed to help reduce the possibility of fraud on Manually Keypad 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 italics 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

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

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.