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

SALE (Swiped Card) 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. 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. Swipe card or key card number and press MMM DD. YY HH:MM SWIPE CUSTOMER CARD Yes/Enter Key last 4 digit of the credit card number and press ENTER LAST 4 NO. OF CUSTOMER CARD Yes/Enter Key expiration date and press Yes/Enter EXPIRATION DATE MMYY Press No/Clear if the transaction is a recurring RECURRING TRAN? payment or press Yes/Enter if the transaction is a recurring payment Press No/Clear if the card is not present or IS CARD PRESENT? press Yes/Enter if the card is present Press No/Clear if the transaction is not MAIL/PHONE ORDER? mail/phone order or press Yes/Enter if the transaction is mail/phone order Press No/Clear if the transaction is not from a F-COMMERCE ORDER? the internet or press Yes/Enter if the transaction is from the internet Press 1 if the website is secure or press 2 if 1 = ENCRYPTED 2 = NON - SECURE the website is not secure Select the desire option and press Yes/Enter 0=SKIP 1=ENTER CW2 2=ILLEGIBLE 9=NONE Key in 3 digit card code and press Yes/Enter ENTER CW2 CODE or press Yes/Enter for other options. *The* card code can be found on the signature line of the customer's credit card. Key order number and press Yes/Enter ENTER ORDER NUM Key first 5 numeric digits of customer's address ENTER ADDRESS and press Yes/Enter Key customer's zip code and press ENTER ZIP CODE Yes/Enter Key amount and press Yes/Enter AMOUNT \$0.00 Key tip amount and press Yes/Enter \$0.00 TIP AMOUNT Key clerk number and press Yes/Enter ENTER CLERK/SERVER ID Key ticket / invoice number and press TICKET/NVOICE NUMBER Yes/Enter Key tax amount and press Yes/Enter SALE SALES TAX \$0.00 Press Yes/Enter if transaction is tax exempt. If SALE No/Clear is pressed, tax will be requested TAX EXEMPT? (Y/N)again (only displayed if tax = \$0.00). Key customer code and press Yes/Enter CUSTOMER CODE

VISA AUTH/TKT	SALE 000000	On approval, tear slip and have customer sign the receipt. If CALL CENTER is displayed, call for voice authorization and enter the transaction as an
		Offline Sale. Press Cancel to return to the idle prompt.
AVS RESPONSE	CODE:	_
Y = Address and		S = Services Not Supported
N = Address and	Zip does n	ot match U = Unavailable
Note: Debit cards MMM DD, YY SWIPE CUSTOMER	HH:MM	Press DEBIT
DEBIT CUSTOMER CARD	SWIPE	Swipe debit card
DEBIT SALE AMOUNT	DEBIT \$0.00	Key amount and press Yes/Enter
DEBIT TIP AMOUNT	DEBIT \$0.00	Key tip amount and press Yes/Enter
DEBIT CASH AMOUNT	DEBIT \$0.00	Key cashback amount and press Yes/Enter
TOTAL CORRECT? YES	\$0.00 S OR NO	Verify total amount and press Yes/Enter

<u>VOID</u> Use this function to void	Vdelete a transaction that is in the current batch.
MMM DD, YY HH:MM SWIPE CUSTOMER CARD	Press Void
VOID ENTER ITEM NUMBER	Key item number and press Yes/Enter
ITM: 00 \$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 ACCEPTED	Tear slip and have customer sign the receipt.

\$00.00

DEBIT

OK 000000

WAITING FOR PIN

DEBIT

APPROVAL

Instruct customer to key PIN via PIN pad and

Cancel to return to the idle prompt.

press Enter . Do not ask customer for the PIN

Tear slip and have customer sign the receipt. Press

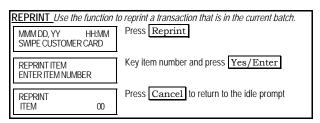
	issue a credit to the cardholder's account for goods or
services.	
MMM DD, YY HH:MM SWIPE CUSTOMER CARD	Press Refund
REFUND SWIPE CUSTOMER CARD	Swipe card or key card number and press Yes/Enter
VISA REFUND EXPIRATION DATE MMYY	Key expiration date and press Yes/Enter
VISA REFUND AMOUNT \$0.00	Key amount and press Yes/Enter

VISA REFUND TRANSACTION ACCEPTED Tear slip and have customer sign the receipt. Press

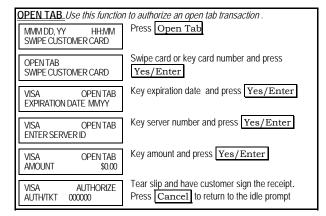
Cancel to return to the idle prompt

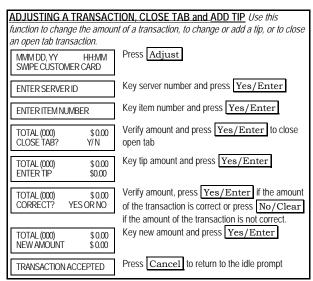
MMM DD, YY HH:MM SWIPE CUSTOMER CARD	Press Offline
** OFFLINE MODE ** ENTER ACCOUNT NUMBER	Swipe card or key card number and press Yes/Enter
VISA OFFLINE EXPIRATION DATE MMYY	Key expiration date and press Yes/Enter
VISA OFFLINE AMOUNT \$0.00	Key amount and press Yes/Enter
VISA OFFLINE ENTER APPROVAL CODE	Key authorization number obtained though the voice authorization center and press Yes/Enter
VISA OFFL TRANSACTION ACCEPTED	Tear slip and have customer sign the receipt. Press Cancel to return to the idle prompt

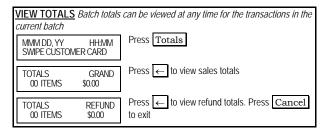
AUTHORIZATION ONLY / CARD VERIFY Use this function to authorize		
transaction without affecting the batch		
MMM DD, YY HH:MM SWIPE CUSTOMER CARD	Press Card Verify/Auth	
AUTHORIZE SWIPE CUSTOMER CARD	Swipe card or key card number and press Yes/Enter	
VISA AUTHORIZE EXPIRATION DATE MMYY	Key expiration date and press Yes/Enter	
VISA AUTHORIZE AMOUNT \$0.00	Key amount and press Yes/Enter	
VISA AUTHORIZE APPROVED 000000	Tear slip and have customer sign the receipt. Press Cancel to return to the idle prompt	



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PRE-SETTLEMENT INSTRUCTIONS

- 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.
- 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.

	types of audit and summary reports can be generated
for transactions in the current	t batch (transactions that have not yet been settled).
MMM DD, YY HH:MM SWIPE CUSTOMER CARD	Press Reports
1=CLERK 2=AUDIT 3=SUMMARY 4=MORE	Press 1, 2, 3 or 4 to select desired report and Yes/Enter, then follow additional prompts
PRINT LIST PRINTING, WAIT	Report is printing

<u>SETTLE</u> Use this function a and clear your terminal of tra	t the end of each day to settle the batch for payment nsaction <u>informati</u> on.
MMM DD, YY HH:MM SWIPE CUSTOMER CARD	Press Settle
SALES TOTAL \$0.00 CORRECT? YES OR NO	Verify net total and press Yes/Enter if total is correct or press No/Clear to exit
CLOSE \$0.00 SETTLE	The transactions have been settled for payment. Press Cancel to return to the idle prompt

INDUSTRY INFORMATION

053003

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 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.

E-Commerce – A service design to help reduce the possibility of fraud on Internet

E-Commerce – A service design to help reduce the possibility of fraud on Internet transactions. The terminal will ask if the website that you used your card credit on is secure or not.

FDR PLATFORM HYPERCOM® T7 OUICK REFERENCE GUIDE





Retail / Restaurant

Application ID: T7FDRP.11X

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

pc: XXXXXX

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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.