

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.

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

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 <b>Cancel</b> to return to the idle prompt.
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**AVS RESPONSE CODE:**  
 Y = Address and Zip match S = Services Not Supported  
 N = Address and Zip does not match U = Unavailable

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

MM/DD, YY SWIPE CUSTOMER CARD	HH:MM SWIPE CUSTOMER CARD	Press <b>DEBIT</b>
DEBIT CUSTOMER CARD	SWIPE	Swipe debit card
DEBIT SALE AMOUNT	DEBIT \$0.00	Key amount and press <b>Yes/Enter</b>
DEBIT TIP AMOUNT	DEBIT \$0.00	Key tip amount and press <b>Yes/Enter</b>
DEBIT CASH AMOUNT	DEBIT \$0.00	Key cashback amount and press <b>Yes/Enter</b>
TOTAL CORRECT?	\$0.00 YES OR NO	Verify total amount and press <b>Yes/Enter</b>
TOTAL WAITING FOR PIN	\$00.00	Instruct customer to key PIN via PIN pad and press <b>Enter</b> . <i>Do not ask customer for the PIN</i>
DEBIT APPROVAL	DEBIT OK 000000	Tear slip and have customer sign the receipt. Press <b>Cancel</b> to return to the idle prompt.

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

MM/DD, YY SWIPE CUSTOMER CARD	HH:MM SWIPE CUSTOMER CARD	Press <b>Void</b>
VOID ENTER ITEM NUMBER		Key item number and press <b>Yes/Enter</b>
ITEM:00 CORRECT?	\$0.00 YES OR NO	Verify transaction. Press <b>Yes/Enter</b> to void displayed transaction or press <b>Cancel</b> to return to the idle prompt.
TRANSACTION ACCEPTED		Tear slip and have customer sign the receipt.

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

MM/DD, YY SWIPE CUSTOMER CARD	HH:MM SWIPE CUSTOMER CARD	Press <b>Refund</b>
SWIPE CUSTOMER CARD	REFUND	Swipe card or key card number and press <b>Yes/Enter</b>
VISA EXPIRATION DATE, MMY	REFUND	Key expiration date and press <b>Yes/Enter</b>
VISA AMOUNT	REFUND \$0.00	Key amount and press <b>Yes/Enter</b>

VISA TRANSACTION ACCEPTED	REFUND	Tear slip and have customer sign the receipt. Press <b>Cancel</b> to return to the idle prompt
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**OFFLINE SALE** Use this function to capture transactions when voice approval has been obtained. Sometimes referred to as a forced transaction.

MM/DD, YY SWIPE CUSTOMER CARD	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>
VISA EXPIRATION DATE, MMY	OFFLINE	Key expiration date and press <b>Yes/Enter</b>
VISA AMOUNT	OFFLINE \$0.00	Key amount and press <b>Yes/Enter</b>
VISA ENTER APPROVAL CODE	OFFLINE	Key authorization number obtained though the voice authorization center and press <b>Yes/Enter</b>
VISA TRANSACTION ACCEPTED	OFFL	Tear slip and have customer sign the receipt. Press <b>Cancel</b> to return to the idle prompt

**AUTHORIZATION ONLY / CARD VERIFY** Use this function to authorize transaction without affecting the batch. .

MM/DD, YY SWIPE CUSTOMER CARD	HH:MM SWIPE CUSTOMER CARD	Press <b>Card Verify/Auth</b>
AUTHORIZE SWIPE CUSTOMER CARD		Swipe card or key card number and press <b>Yes/Enter</b>
VISA EXPIRATION DATE, MMY	AUTHORIZE	Key expiration date and press <b>Yes/Enter</b>
VISA AMOUNT	AUTHORIZE \$0.00	Key amount and press <b>Yes/Enter</b>
VISA APPROVED	AUTHORIZE 000000	Tear slip and have customer sign the receipt. Press <b>Cancel</b> to return to the idle prompt

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

MM/DD, YY SWIPE CUSTOMER CARD	HH:MM SWIPE CUSTOMER CARD	Press <b>Reprint</b>
REPRINT ITEM ENTER ITEM NUMBER		Key item number and press <b>Yes/Enter</b>
REPRINT ITEM	00	Press <b>Cancel</b> to return to the idle prompt

**OPEN TAB** Use this function to authorize an open tab transaction.

MMM DD, YY SWIPE CUSTOMER CARD	HH:MM	Press <b>Open Tab</b>
OPEN TAB SWIPE CUSTOMER CARD		Swipe card or key card number and press <b>Yes/Enter</b>
VISA EXPIRATION DATE	OPEN TAB MMYY	Key expiration date and press <b>Yes/Enter</b>
VISA ENTER SERVER ID	OPEN TAB	Key server number and press <b>Yes/Enter</b>
VISA AMOUNT	OPEN TAB \$0.00	Key amount and press <b>Yes/Enter</b>
VISA AUTH/TKT	AUTHORIZE 000000	Tear slip and have customer sign the receipt. Press <b>Cancel</b> to return to the idle prompt

**ADJUSTING A TRANSACTION, CLOSE TAB and ADD TIP** Use this function to change the amount of a transaction, to change or add a tip, or to close an open tab transaction.

MMM DD, YY SWIPE CUSTOMER CARD	HH:MM	Press <b>Adjust</b>
ENTER SERVER ID		Key server number and press <b>Yes/Enter</b>
ENTER ITEM NUMBER		Key item number and press <b>Yes/Enter</b>
TOTAL (000) CLOSE TAB?	\$0.00 Y/N	Verify amount and press <b>Yes/Enter</b> to close open tab
TOTAL (000) ENTER TIP	\$0.00 \$0.00	Key tip amount and press <b>Yes/Enter</b>
TOTAL (000) CORRECT?	\$0.00 YES OR NO	Verify amount, press <b>Yes/Enter</b> if the amount of the transaction is correct or press <b>No/Clear</b> if the amount of the transaction is not correct.
TOTAL (000) NEW AMOUNT	\$0.00 \$0.00	Key new amount and press <b>Yes/Enter</b>
TRANSACTION ACCEPTED		Press <b>Cancel</b> 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 SWIPE CUSTOMER CARD	HH:MM	Press <b>Totals</b>
TOTALS 00 ITEMS	GRAND \$0.00	Press <b>←</b> to view sales totals
TOTALS 00 ITEMS	REFUND \$0.00	Press <b>←</b> to view refund totals. Press <b>Cancel</b> 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** Various types of audit and summary reports can be generated for transactions in the current batch (transactions that have not yet been settled).

MMM DD, YY SWIPE CUSTOMER CARD	HH:MM	Press <b>Reports</b>
1=CLERK 3=SUMMARY	2=AUDIT 4=MORE	Press <b>1</b> , <b>2</b> , <b>3</b> or <b>4</b> to select desired report and <b>Yes/Enter</b> , then follow additional prompts
PRINTING, WAIT...	PRINT LIST	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 SWIPE CUSTOMER CARD	HH:MM	Press <b>Settle</b>
SALES TOTAL CORRECT? YES OR NO	\$0.00	Verify net total and press <b>Yes/Enter</b> if total is correct or press <b>No/Clear</b> to exit
CLOSE	SETTLE \$0.00	The transactions have been settled for payment. Press <b>Cancel</b> to return to the idle prompt

**INDUSTRY INFORMATION**

**AVS (Address Verification Service)** - A service designed to help reduce the possibility of fraud on Manually Keyped 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 transactions. The terminal will ask if the website that you used your card credit on is secure or not.

# FDR PLATFORM HYPERCOM® T7 QUICK REFERENCE GUIDE



## Retail / Restaurant

Application ID: T7FDRP.11X

**VOICE AUTHORIZATION NUMBERS**

MC/VIS \_\_\_\_\_  
 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.