TALENTO
QUICK REFERENCE GUIDE

FDRT0001
RETAIL/DIRECT MARKETING
ETC TYPE 7 APPLICATION

Credit Sale

1 Press Sale ▲ key on the Terminal.

For manual entry:
- Key in card number and press **ENTER.**
- Key in the expiration dates and press **ENTER.**
 (Example: for December 2001, enter 1201)
- Enter CVV2 Info. Key the appropriate information, press **ENTER.**
 - If no data entered select appropriate option.

Unable to Read	Not Avail	Not on Card
▲	▲	▲

2 Swipe card through horizontal slot as shown on terminal*

NOTE: Prompting messages vary based on card type and setup. Terminal may display the following prompts:
- Clerk ID? Key the appropriate information, press **ENTER.**

3 Key in dollar amount of transaction, then press ENTER.

- Enter Tax Amount. Key in the appropriate information, press **ENTER.**
 Terminal Displays:
 Tip Options

%	0	$
▲	▲	▲

- Make appropriate selection or press **ENTER.**
 Terminal Displays:
 Amount OK? $0.00
 Cancel/No   Enter/Yes
 - If Yes, proceed with transaction.
 - If No, begin another transaction.
- Enter Customer Code. Key the appropriate information, press **ENTER.**
- Enter Invoice Number. Key the appropriate information, press **ENTER.**
- Recurring Payment? Press left ▲ for Yes, right ▲ for No.
- Mail/Phone Order? Press left ▲ for Yes, right ▲ for No.
- E-Commerce? Press left ▲ for Yes, right ▲ for No.
- Card Present? Press left ▲ for Yes, right ▲ for No.

4 Transaction complete.

Terminal displays transaction response (see "Response Codes" below).
Receipt prints if transaction is approved.
- **Have customer sign receipt and place in cash register drawer.**

Credit Return/Refund

1 Press →key on the terminal then press left ▲ to select Refund.

For manual entry:
- Key in card number and press **ENTER.**
- Key in the expiration dates and press **ENTER.**
 (Example: for December 2001, enter 1201)

2 Swipe card through horizontal slot as shown on terminal*.

NOTE: Prompting messages vary based on card type and setup. Terminal may display the following prompts:
- Clerk ID? Key the appropriate information, press **ENTER.**

3 Key in dollar amount of transaction, then press ENTER.

Terminal Displays:
Amount OK? $0.00
Cancel/No   Enter/Yes
- If Yes, proceed with transaction.
- If No, begin another transaction.

4 Transaction complete

Terminal displays transaction response (see "Response Codes" below).
Receipt prints if transaction is approved.
- **Have customer sign receipt and place in cash register drawer.**

Credit Ticket Only

When given an approval code by an operator, you must complete a Credit Ticket Only transaction to enter item into terminal and print receipt for customer to sign.

1 Press →key on the terminal then press middle ▲ to select Ticket Only.

For manual entry:
- Key in card number and press **ENTER.**
- Key in the expiration dates and press **ENTER.**
 (Example: for December 2001, enter 1201)

2 Swipe card through horizontal slot as shown on terminal*

NOTE: Prompting messages vary based on card type and setup. Terminal may display the following prompts:
- Clerk ID? Key the appropriate information, press **ENTER.**

3 Key in dollar amount of transaction, then press ENTER.

- Enter Tax Amount. Key in the appropriate information, press **ENTER.**
 Terminal Displays:
 Tip Options

%	0	$
▲	▲	▲

- Make appropriate selection or press **ENTER.**
 Terminal Displays:
 Amount OK? $0.00
 Cancel/No   Enter/Yes
 - If Yes, proceed with transaction.
 - If No, begin another transaction.
- Enter Auth Code. Key the appropriate information, press **ENTER.**
- Enter Transaction ID. Key the appropriate information, press **ENTER.**

4 Transaction complete

Terminal displays transaction response (see "Response Codes" below).
Receipt prints if transaction is approved.
- **Have customer sign receipt and place in cash register drawer.**

Debit Sale

1 Press middle ▲ key on the terminal then select Debit Sale.

2 Swipe card through horizontal slot as shown on terminal.

(All debit card transactions must be swiped; debit card numbers may not be entered manually.)
- Clerk ID? Key the appropriate information, press **ENTER.**

3 Key in dollar amount of transaction, then press ENTER.

Terminal Displays:
Tip Options

%	0	$
▲	▲	▲

Terminal Displays:
Amount OK? $0.00
Cancel/No   Enter/Yes
- If Yes, proceed with transaction.
- If No, begin another transaction.
- Enter Cash Back. Key the appropriate information, press **ENTER.**

4 Customer enters PIN to complete transaction.

Terminal displays transaction response (see "Response Codes" below).
Receipt prints if transaction is approved.

Debit Return/Refund

1 Press →key on the terminal then press middle ▲ to select Debit Refund.

2 Swipe card through vertical slot as shown on terminal.

(All debit card transactions must be swiped; debit card numbers may not be entered manually.)
- Clerk ID? Key the appropriate information, press **ENTER.**

3 Key in dollar amount of transaction, then press ENTER.

4 Customer enters PIN to complete transaction.

Terminal displays transaction response (see "Response Codes" below).
Receipt prints if transaction is approved.

Terminal Responses

▶ **Definitions:**

- **Call Center**
  – Operator should call the credit authorization center.

- **Declined**
  –The authorization for the transaction has been declined.

- **Invalid Card #**
  – The credit card presented is not acceptable for payment.

- **Invalid Tran Type**
  – Incorrect transaction attempted.

- **Invalid Merch #**
  – Invalid merchant # for the transaction attempted.

- **Invalid Amount**
  –Authorization request must be for at least $1.00.

- **Inv Batch Seq**
  – Improper procedures have created an invalid terminal condition.

- **Force $XXXXX.XX**
  – The batch was closed with an error condition.

- **Invalid $XXXXX.XX**
  – An invalid cardholder # was detected in the batch during the close process.

- **Close $XXXXX.XX**
  – The response for a normal close transaction.

Card Name	Merchant Number	Phone Number
Amex:		
Diners:		
Discover:		
VISA/MC:		
Customer Support:		

ETC-040

Address Verification (AVS)

These procedures generally are used for manual entries, mail orders,telephone order and other transactions in which a credit card is not present.If your terminal prompts for address verification,please follow these steps.

1 Select the Sale key on the terminal.

Terminal displays transaction response (see "Response Codes" below). Receipt prints if transaction is approved.
- Key in the card number and press **ENTER.**
- Key in the expiration date and press **ENTER.**
- Enter CVV2 Info. Key the appropriate information, press **ENTER.**
- Clerk ID? Key the appropriate information, press **ENTER.**
- Key in sale dollar amount and press **ENTER.**

NOTE:Prompting messages vary based on card type and setup. Terminal may display the following prompts:
- Enter Tax Amount. Key the appropriate information, press **ENTER.**
- Enter Customer Code. Key the appropriate information, press **ENTER.**
- Enter Invoice Number. Key the appropriate information, press **ENTER.**
- Recurring Payment? Press left ▲ for Yes, right ▲ for No.
- Mail/Phone Order? Press left ▲ for Yes, right ▲ for No.
  - Enter Order #. Key the appropriate information, press **ENTER.**
  - Enter Street Address (see customer address information).
  - Enter Zip Code (see customer address information).
- E-Commerce? Press left ▲ for Yes, right ▲ for No.
- Card Present? Press left ▲ for Yes, right ▲ for No.
  - Enter Zip Code (see customer address information).

2 Terminal displays transaction response.

If address information was entered, a one-character verification code is returned along with the approval code. **"X"** or **"Y"** indicates an address match; **"N"** indicates no match; and **"S"**,**"U"**, or **"R"** indicates service unavailable or not supported.

3 Enter customer address information.

Enter only the numeric digits of the home address; do not attempt to enter any alpha characters for street names.

Example: If address is ...	You enter ...
One Main Street	1
123 First Ave.	1 2 3 1
23 Main St., No. 56	2 3 5 6
4567 Main St, Apt. 89	4 5 6 7 8
3456 Main St., Apt. C-12	3 4 5 6 1

Additional Terminal Functions

▶ **Void a Transaction.**

Press → key on the terminal then press ▲ right to select Void.
Terminal Displays:
Void By:

Void By Item #	Acct #	All
▲	▲	▲

- If Void By Item #, enter item #.
- If All

Terminal Displays:
I# 000 $0.00

View	Void	Next
▲	▲	▲

- If Acct #, swipe or key card number.
- Select view to view a transaction.
- Select void to void a transaction.
- Select next to go to next transaction.
- Terminal display varies based on selection.

▶ **Batch Review.**

Press FN on the terminal.
Terminal Displays:
Enter Manager Password.
- Key in appropriate information.
Select left ▲ to select Batch Menu.
Press → key for additional options.
Select right ▲ to select Batch Review.
Terminal Displays:
Batch Review

Item#	Last	Find
▲	▲	▲

Based on selection
Terminal Displays:
I# 000 $0.00

View	Print	Next
▲	▲	▲

▶ **Batch Menu.**

Press FN on the terminal.
Terminal Displays:
Enter Manager Password.
- Key in appropriate information.
Select left ▲ to select Batch Menu.
Terminal Displays:
Batch Close   Clerk Report   Term Report
Press → key for additional options.
History Report   Erase   Batch Review
Press → key for additional options.
Deposit Inquiry

▶ **Close Batch.**

Press Close Keyon terminal or FN on the terminal.
Terminal Displays:
Enter Manager Password.
- Key in appropriate information.
- Enter **AMOUNT.**
Note:All reports must be printed prior to settlement.

▶ **Reprint Receipt.**

Press Reprint key on terminal to reprint by item number or view a transaction.