

**SALE (Swiped or Manually Keyed)** Use this function to authorize and capture transactions for settlement. 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/DDYYYY HH:MM Press **F2** for Sale,

SWIPE CARD ACCT: Swipe card or manually key card number and press **Enter**

CHOOSE CARD: Press **F1** for Credit

EXP DATE (MMYY): Key expiration date and press **Enter**

RECURRING PYMT Press **F1** if this is not a recurring payment or press **F2** if this is a recurring payment

CARD PRESENT Press **F1** if the customer's card is not present or press **F2** if the customer's card is present

PHONE ORDER Press **F1** if this is not a phone order or press **F2** if this is a phone order

ENTER CVV2 INDICATOR Press **F1** to skip the CVV2 code or press **F2** if the CVV2 code is present or press **F3** if you can't read the CVV Code or press **F4** if the CVV2 code is not present  
*The card code can be found on the signature line of the customer's credit card*

E-COMMERCE Press **F1** if this is not an E-Commerce transaction or press **F2** if this is a E-Commerce transaction then select desire options

ORDER NUMBER: Key order number and press **Enter**

INVOICE NUMBER: Key invoice number and press **Enter**

CLERK/SERVER ID: Key clerk or server number and press **Enter**

ADDRESS: Key the first 5 digits before the first letter of the customer's address and press **Enter**

ZIP CODE: Key customer's zip code and press **Enter**

CUSTOMER NUMBER: Key customer number or purchase number and press **Enter**

AMOUNT: \$ Key amount and press **Enter**

TIP: \$ Key pre-tip amount and press **Enter**

TAX AMT: \$ Key tax amount and press **Enter**

TEAR RECEIPT Tear the merchant copy and have the customer sign it, press **Enter** for the customer copy to print. The AVS response code and Card Validation Code will be displayed on the printed on the receipt

**AVS Response Codes:**  
 A = Address match  
 N = No Match at all  
 Y = 5 digit zip match  
 W = 9 digit zip match  
 X = Address & 9 digit zip match  
 S = Service not supported

**Card Validation Response Codes:**  
 M = Match  
 N = No Match  
 S = Code should be on card, but terminal indicated it was not  
 U = Issuer Not certified or has not provided processor encryption keys  
 P = Not Processed  
 X = Server Provider did not respond

**TICKET ONLY** Use this function to capture transactions when voice approval has been obtained. Sometimes referred to as an offline or force transaction.

MM/DDYYYY HH:MM Press the key under the "⚡" symbol.

TICKET ONLY Press **F1** for Ticket Only

SWIPE CARD ACCT: Swipe card or manually key card number and press **Enter**

CHOOSE CARD: Press **F1** for Credit

EXP DATE (MMYY): Key expiration date and press **Enter**

AMOUNT: \$ Key amount and press **Enter**

APPR CODE: Key authorization number that was obtained by the voice authorization center and press **Enter**

TEAR RECEIPT Press **Enter** for the customer copy to print.

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

MM/DDYYYY HH:MM Press **F3** for Refund

SWIPE CARD ACCT: Swipe card or manually key card number and press **Enter** (Debit card can't be manually keyed)

CHOOSE CARD: Press **F1** for Credit or press **F2** for Debit

EXP DATE (MMYY): Key expiration date and press **Enter**

AMOUNT: \$ Key refund amount and press **Enter**

DEBIT REFUND AMOUNT: \$XX.XX  
 TOTAL: ENTER PIN  
 Instruct customer to enter PIN via PIN pad and press **Enter**. *Do not ask customer for the PIN*

TEAR RECEIPT Press **Enter** for the customer copy to print.

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

MM/DDYYYY HH:MM Press **F4** for Void

VOID LAST TRANS? Press **F1** to void a transaction within the current batch or press **F2** to void the last transaction

VOID RETRIEVE BY: Press **F1** to recall the transaction by the invoice number or press **F2** to recall the transaction by the customer's account number  
 Key requested information (i.e. Invoice Number) and press **Enter**

INVOICE NUMBER: LAST 4 DIGITS: Press **F2** to void the displayed transaction or press **F3** for the next transaction

VOID VISA SALE XXXXXXXXXXXXXXXX \$XX.XX Press **Enter** for the customer copy to print.

TEAR RECEIPT

**DEBIT SALE (with Cash Back)** Use this function to authorize and capture debit transactions for settlement.

MM/DDYYYY HH:MM Swipe card (Debit card can't be manually keyed)

CHOOSE CARD: Press **F2** for Debit

AMOUNT: \$ Key amount and press **Enter**

CASH: \$ Key cash back amount and press **Enter**

SALE AMOUNT: \$XX.XX  
 CASH: TOTAL: ENTER PIN  
 Instruct customer to enter PIN via PIN pad and press **Enter**. *Do not ask customer for the PIN*

TEAR RECEIPT Press **Enter** for the customer copy to print.

**AUTHORIZATION ONLY** This procedure is to authorize a credit card transaction. This will not capture in the terminal.

MM/DDYYYY HH:MM Press the key under the "⚡" symbol

AUTH ONLY Press **F3** for Auth Only

SWIPE CARD ACCT: Swipe card or manually key card number and press **Enter**

CHOOSE CARD: Press **F1** for Credit

EXP DATE (MMYY): Key expiration date and press **Enter**

AMOUNT: \$ Key amount and press **Enter**

TEAR RECEIPT Press **Enter** for the customer copy to print.

**REPRINT** Use this function to reprint the last transaction or any transaction stored in the terminal's memory.

MM/DDYYYY HH:MM Press **REPRINT** the purple key

LAST RECEIPT ANY RECEIPT Press **F1** to reprint the last receipt or press **F2** to reprint any receipt.

REPRINT ANY RCPT INVOICE NUMBER: Key invoice number and press **Enter**

PRINTING.....

**CLERK / SERVER SETUP** Use this function to add, modify, deleted, and clear all clerk / servers totals in the terminal.

MM/DDYYYY HH:MM Press the key under the "⚡" symbol

SERVER SETUP Press **F4** for Server Setup

PASSWORD Key password and press **Enter**

LOG ON SERVER LOG OFF SERVER ADD SERVER ⚡ MODIFY SERVER Press **F3** to add a server, press **F4** to modify a server. Press the key under ⚡ for additional server setup options. Key the requested information and press **Enter**

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

MM/DD/YYYY HH:MM	Press the key under the "⏏" symbol two times
TABS	Press <b>F3</b> for Tab
OPEN TAB	Press <b>F1</b> for Open Tab
SWIPE CARD ACCT:	Swipe card or manually key card number and press <b>Enter</b>
CHOOSE CARD:	Press <b>F1</b> for Credit
EXP DATE (MMYY):	Key expiration date and press <b>Enter</b>
AMOUNT: \$	Key amount and press <b>Enter</b>
APPROVED	Terminal prints merchant receipt

**CLOSE TAB** Use this function to close an open tab amount.

MM/DD/YYYY HH:MM	Press the key under the "⏏" symbol two times
TABS	Press <b>F3</b> for Tab
CLOSE TAB	Press <b>F2</b> for Close Tab
RETRIEVE BY:	Press <b>F1</b> to retrieve transaction by the invoice number or <b>F2</b> to retrieve transaction by the customer's account number
INVOICE NUMBER: LAST 4 DIGITS:	Key in the requested information (i.e. Invoice Number) and press <b>Enter</b>
CLOSE TAB VISA XXXXXXXXXXXXXXXXXX \$XX.XX	Press <b>F2</b> to close the displayed transaction or press <b>F3</b> for the next tab transaction
CONFIRM SAME CARD	Press <b>F1</b> if the customer's is using a different card then the card used to open tab or press <b>F2</b> if the customer's card is the same
NEW AMT:	Key new tab amount and press <b>Enter</b>
TEAR RECIEPT	Press <b>Enter</b> for the customer copy to print.

#### INDUSTRY INFORMATION

**Address Verification (AVS)** – 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 "U" is returned as one of the AVS codes, you may want to consider requesting additional ID from the customer or secure alternate means of payment. *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.

**TIP ADJUSTMENT** Use this function to adjust the tip amount.

MM/DD/YYYY HH:MM	Press <b>Tip</b> the purple key
RETRIEVE BY:	Press <b>F1</b> to retrieve by clerk/server, press <b>F2</b> to retrieve by amount, press <b>F3</b> to retrieve by account number, or press <b>F4</b> to retrieve by invoice number
SERVER ID:	Key in the requested information (i.e. Server ID) and press <b>Enter</b>
TIP ADJUST VISA SALE XXXXXXXXXXXXXXXXXX \$XX.XX	The terminal displays the selected transaction. Press <b>F1</b> to add a tip to the displayed Transaction or press <b>F2</b> to display the next transaction
TIP AMOUNT: NEW TIP	Key new tip amount and press <b>Enter</b>
PROCESSING.....	Write tip amount on merchant receipt

#### PRE-SETTLEMENT INSTRUCTIONS

1. Place all transaction receipts in sequence number order. Run an adding machine tape of the transactions.
2. Print appropriate report (see report instructions). Compare your totals to the terminal report.
3. 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.

**REVIEW BATCH TOTALS** Use this function to display the batch total that's in the current batch before settlement.

MM/DD/YYYY HH:MM	Press the key under the "⏏" symbol two times
BATCH TOTALS	Press <b>F4</b> for Batch Totals
BATCH TOTALS SALES: \$XX.XX REFUNDS: \$XX.XX TOTAL: \$XX.XX	Verify totals

**REPORTS** Various types of detail and totals reports can be generated for transactions in the current batch (transactions that have not yet been settled).

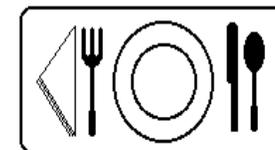
MM/DD/YYYY HH:MM	Press <b>Reports</b> the purple key
TOTALS REPORT DETAIL REPORTS ⏏ SERVER REPORTS	Press appropriate key to select desired report. Press the key under ⏏ for additional reporting options

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

MM/DD/YYYY HH:MM	Press the key under the "⏏" symbol
SETTLEMENT	Press <b>F2</b> for Settlement

SETTLEMENT SALES: \$XX.XX REFUNDS: \$XX.XX TOTAL: \$XX.XX	Verify totals and press <b>Enter</b>
SETTLEMENT.....	Terminal prints settlement report

## MERCHANT SERVICES FDR OMAHA OMNI® 3200/3200 SE QUICK REFERENCE GUIDE



## Retail / Restaurant

Application: VSYR047

#### 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 ensures the integrity of your transaction flow. We have taken great care and effort to create applications that are robust and fast, yet easy to use.

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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.