MERCHANT SERVICES
FDR OMAHA
OMNI® 3300/3750
QUICK REFERENCE GUIDE

Retail / Restaurant

Application: UEFO230

VOICE AUTHORIZATION NUMBERS

MC/VS _____

AX _____

DISCOVER/NOVUS _____

DC/CB _____

OTHER _____

CUSTOMER SUPPORT _____

PROGRAMMING INFORMATION

Merchant Number _____

FDMS℠ Merchant ID (MID) _____

FDMS℠ 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. 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.

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

PRINTING.........	Press **REPRINT** the purple key
REPRINT ANY RCPT INVOICE NUMBER:	Key invoice number and press **Enter**
LAST RECEIPT ANY RECEIPT	Press **F2** to reprint the last receipt or press **F3** to reprint any receipt.
MM/DDYYY HH:MM	

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

MM/DDYYY HH:MM	Press the key under the " ⇩ " symbol two times
OPEN TAB	Press **F3** for Tab
TABS	Press **F2** for Open Tab
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**
INVOICE NUMBER:	Key invoice number and press **Enter**
CLERK/SERVER ID:	Key clerk or server number and press **Enter**
AMOUNT: $	Press **Enter** to accept default amount or key amount and press **Enter**
APPROVED	Terminal only prints merchant receipt

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

MM/DDYYY HH:MM	Press the key under the " ⇩ " symbol two times
CLOSE TAB	Press **F3** for Close Tab
TABS	Press **F3** for Tab
RETRIEVE BY:	Press **F1** to retrieve transaction by the invoice number or **F2** 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 **Enter**
CLOSE TAB VISA xxxxxxxxxxxxxxxxx $XX.XX	Press **F1** to close the displayed transaction or press **F3** for the next tab transaction
CONFIRM SAME CARD	Press **F1** if the customer's using a different card then the card used to open tab or press **F2** if the customer's card is the same
NEW AMT:	Key new tab amount and press **Enter**
TIP:	Key tip amount and press **Enter**
PRNT CUST COPY:	Press **Yes** for the customer copy to print or Press **No** for the customer copy not to print.

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

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

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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/DDYYY HH:MM	Press the key under the " ⇩ " symbol two times
BATCH TOTALS	Press **F4** for Batch Totals
BATCH TOTALS SALES: $XX.XX REFUNDS: $XX.XX TOTAL: $XXXX	Press **F3** for Select and verify batch totals

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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/DDYYY   HH:MM | Press the key under 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.*
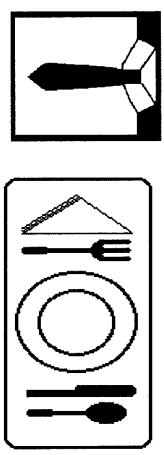
MM/DDYYY HH:MM	Press the key under the " ⇩ " symbol
SETTLEMENT	Press **F2** for Settlement
SETTLEMENT SALES: $XX.XX REFUNDS: $XX.XX TOTAL: $XXXX	Verify totals and press **Enter**
SETTLEMENT.........	Terminal prints settlement report

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

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.

Prompt	Action
MM/DD/YYYY 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 a recurring payment or press F2 if this is not a recurring payment
PHONE ORDER	Press F1 if this is a phone order or press F2 if this is not 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 an E-Commerce transaction or press F2 if this is not an 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
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
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
TAX AMT: $	Key tax amount and press Enter
PRINT CUST COPY:	Press Yes for the customer copy to print or Press No for the customer copy not to print.

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

The AVS response code and Card Validation Code will be displayed on the printed on the receipt

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

Prompt	Action
MM/DD/YYYY 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
INVOICE NUMBER:	Key invoice number and press Enter
CLERK/SERVER ID:	Key clerk or server number and press Enter
ORDER NUMBER:	Key order number 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
PRINT CUST COPY:	Press Yes for the customer copy to print or Press No for the customer copy not to print.

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

Prompt	Action
MM/DD/YYYY HH:MM	Press F3 for Refund
SWIPE CARD ACCT:	Swipe card or manually key card number and press Enter
CHOOSE CARD:	Press F1 for Credit or press F2 for Debit
EXP DATE (MMYY):	Key expiration date and press Enter
INVOICE NUMBER:	Key invoice number and press Enter
CLERK/SERVER ID:	Key clerk or server number and press Enter
AMOUNT: $	Key refund amount and press Enter
PRINT CUST COPY:	Press Yes for the customer copy to print or Press No for the customer copy not to print.

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

Prompt	Action
MM/DD/YYYY HH:MM	Press F4 for Void
VOID LAST TRANS?	Press F1 to void the last transaction or press F2 to void any transaction
VOID RETRIEVE BY:	Press F1 to recall the transaction or press F2 to recall the transaction by the customer's account number
INVOICE NUMBER: LAST 4 DIGITS:	Key requested information (i.e. Invoice Number) and press Enter
	Press F1 to void the displayed transaction or press F3 for the next transaction
VOID VISA XXXXXXXXXXXXXXXX $XX.XX	Press Yes for the customer copy to print or Press No for the customer copy not to print.

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

Prompt	Action
MM/DD/YYYY HH:MM	Press F2 for Sale,
SWIPE CARD ACCT:	Swipe card (**All Debit Cards must be swiped**)
CHOOSE CARD:	Press F2 for Debit
INVOICE NUMBER:	Key invoice number and press Enter
CLERK/SERVER ID:	Key clerk or server number and press Enter
AMOUNT: $	Key amount and press Enter
CASH: $	Key cash back amount and press Enter
ENTER PIN	Instruct customer to enter PIN via PIN pad and press Enter. **Do not ask customer for the PIN**
CASH: TOTAL: $00.0	
PRINT CUST COPY:	Press Yes for the customer copy to print or Press No for the customer copy not to print.

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

Prompt	Action
MM/DD/YYYY 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
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 an E-Commerce transaction or press F2 if this is not an 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
PHONE ORDER	Press F1 if this is a phone order or press F2 if this is not a phone order
AMOUNT: $	Key amount and press Enter
RECURRING PYMT	Press F1 if this is a recurring payment or press F2 if this is not a recurring payment
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
PRINT CUST COPY:	Press Yes for the customer copy to print or Press No for the customer copy not to print.