



MERCHANT SERVICES INC.

Verifone / Tranz

COMMUNICATION ERROR MESSAGES	
ACTION	TERMINAL DISPLAY
<ol style="list-style-type: none"> The terminal has not correctly received the host's information. The host has not correctly received the terminal's information. The host has been disconnected from the host before the transaction communication has been completed. The terminal has lost communication with the host, due to either the host hanging up or a problem with signal strength or registration. The call was either not answered by the host or the terminal received a busy signal. The terminal did not receive the required information from the host within the specific timeout periods. The terminal did not receive a response from the host within the specified timeout period. The terminal cannot dial out because the terminal's line is in use. Check connections. 	<ol style="list-style-type: none"> Bad RX Commun Bad TX commun Host Disconnect Lost Comm w/host No answer No ENQ from host No Resp from host Waiting for line
If any of these error messages appear on your display, retry transaction. If error message appears again, call customer service for assistance	
<ol style="list-style-type: none"> Total transaction amount exceeds the total amount the terminal can store. If the amount exceeds \$99,999.99, the terminal cannot process it. There is no more room to store transactions. The batch must be settled. The expiration date on the credit card is older than the current date. Obtain another form of payment. The credit card number indicates that the card type is not allowed by the terminal. The terminal calculated a check digit that differs from the check digit embossed on the cardholder's cards The end of the batch has been encountered. The edited transaction could not be rewritten The terminal encountered an error while storing the transaction. Re-enter the entire transaction. The edited tip amount could not be written to the tip batch. The purchase amount exceeds the HALO limit. These messages prompt the user to override. The terminal does not have sufficient memory available to complete the transaction. A after running a BATCH REPORT, send the batch to free up memory The expiration date is not a valid date. Check the expiration date on the card before re-entering. Enter MMY The password entered is not valid. The user's response to the prompt is not valid. Review the prompt and respond accordingly. The transaction number entered does not exist in the current batch. The card numbers entered do not match the card numbers on the card's magnetic strip. The batch totals must be reviewed prior to SEND BATCH. The batch totals must be printed prior to SEND BATCH. There are no transactions stored in the terminal There is no merchant ID present for use with the cards type being used. A negative dollar amount was entered. There is no tip batch for tip reporting. The terminal has depleted the amount of memory available for storing transactions. Run a Batch Report and settle the batch immediately The printer is not turned on or the printer cable is not attached to the amount. The terminal's internal clock needs to be set. The transaction is voided and cannot be edited or painted. The tip batch could not be updated successfully. The terminal's storage capacity has been reached and no more transactions can be entered. Run a Batch Report and settle the batch immediately. The first transaction stored in the current batch is no more than 24 hours old. Run a Batch Report and settle the batch immediately. The terminal is running out of room to store transactions. Run a Batch Report and settle the batch. 	<ol style="list-style-type: none"> AMT too large Batch is full Card expired Card not allowed Check digit ERR End of batch ERR updating TRN ERR writing Tran ERR writing Tran Halo exceeded Override Halo? Insufficient Mem Invalid date Invalid password Invalid response Invalid tran # Mismatch digits Must check tots Must print batch No current batch No mid in # No negative AMTS No tip batch Out of memory Printer not ready Set date and time Trans # is void Tip update ERR Send batch now Settle to save \$ Send batch soon
For additional TERMINAL RESPONSES, refer to the MagCard plus users' manual MagCard plus software is supported on the following terminators: Tranz, 230, 380, 420, 460, and POS 500	

PURCHASE (SWIPED ENTRY)	
ACTION	TERMINAL DISPLAY
<ol style="list-style-type: none"> Swipe card Key last 4 digits of card #: press <input type="button" value="FUNC"/> <input type="button" value="ENTER"/> Key amount of sale: press <input type="button" value="FUNC"/> <input type="button" value="ENTER"/> Please wait while the terminal calls for approval and prints a receipt. Transaction number and approval code are displayed. Reference number follows. If one is returned. The transaction is now complete. Press <input type="button" value="CLEAR"/> to return to idle prompt 	<ol style="list-style-type: none"> Day Time Date Purchase Enter last 4 Amount of sale? Processing... TR = 00 AP = 123456 REF = 123456789012
PURCHASE (MANUAL ENTRY)	
<ol style="list-style-type: none"> Press the Purchase key. <input type="button" value="OZ"/> <input type="button" value="1"/> Key in the amount, press <input type="button" value="FUNC"/> <input type="button" value="ENTER"/> Press <input type="button" value="FUNC"/> <input type="button" value="ENTER"/>. If the card is present, be sure to imprint the card and attach the merchant copy of printed receipted sales slip. Key in the card's expiration date: press <input type="button" value="FUNC"/> <input type="button" value="ENTER"/> Key in the amount of sale: press <input type="button" value="FUNC"/> <input type="button" value="ENTER"/> Merchant is prompted to enter street number and zip code: press <input type="button" value="FUNC"/> <input type="button" value="ENTER"/> after each entry The terminal will display one of the following responses regarding the AVS request. Press <input type="button" value="OZ"/> <input type="button" value="1"/> to accept the AVS response and complete the transaction or press <input type="button" value="WXYZ"/> <input type="button" value="9"/> to cancel the transaction. Press wait while the terminal completes the transaction and prints a receipt. Transaction number and approval codes are displayed. Reference number follows, if one is returned. The transaction is now complete. Press <input type="button" value="CLEAR"/> to return to idle prompt. 	<ol style="list-style-type: none"> Day Date Time Purchase Enter Account # Imprint card Expiry date: MMY Amount of sale? Enter street # Enter zip code Exact Match Address Match Zip Match No Match Ver Unavailable Retry Error Ineligible Serv Unavailable 1 = Accept 0 = Cancelled Processing TR = 00 AP = 123456 REF = 123456789012
NOTE: In order to get the best rate available for an AVS transaction, merchant must enter a ticket number.	
CREDIT / RETURN	
<ol style="list-style-type: none"> Press the FUNCTION key <input type="button" value="FUNC"/> <input type="button" value="ENTER"/> then press the credit key, <input type="button" value="OZ"/> <input type="button" value="1"/> Swipe card or key in account number If the card was not swiped, imprint the card, if present press <input type="button" value="FUNC"/> <input type="button" value="ENTER"/> Enter the expiration date if the card was not swiped: press <input type="button" value="FUNC"/> <input type="button" value="ENTER"/> Enter the amount of the credit, press <input type="button" value="FUNC"/> <input type="button" value="ENTER"/> This message displays as the terminal prints a receipt. The transaction number and transaction type are displayed. Press <input type="button" value="FUNC"/> <input type="button" value="ENTER"/> to return to the idle prompt. 	<ol style="list-style-type: none"> Day Time Date Credit Enter account # Imprint card Expiry date MMY Amount of credit? Processing... TR = 999 credit
If additional prompts appear while entering a CREDIT, refer to the Optional Processing of the MagCARD Plus Users' Manual	
Remember to enter dollar amounts without a decimal. The terminal will automatically place the decimal.	

AUTH ONLY	
ACTION	TERMINAL DISPLAY
<ol style="list-style-type: none"> Press the AUTH ONLY key, <input type="button" value="GHI 4"/>. Key in the account number or swipe the card through the terminal. Press <input type="button" value="FUNC ENTER"/>. If the card was not swiped through the terminal, imprint the card and attach the merchant copy of the printed receipt to the imprinted sales slip. If the card was not swiped through the terminal in the previous step, Enter the card's expiration date: press <input type="button" value="FUNC ENTER"/>. Key in the amount of the authorization: press <input type="button" value="FUNC ENTER"/>. Please wait while the terminal calls for authorization. Please wait while the receipt prints. Approval is displayed. Reference number follows, if one is returned. The transaction now complete. Press <input type="button" value="CLEAR"/> to return to the idle prompt 	<ol style="list-style-type: none"> Day Date Time Auth only Enter account # Imprint card Expiry date MMY Y Amount of auth? Processing... Approval #123456 REF = 123456789012

If a BATCH REPORT is not run before a SEND BATCH is attempted, the terminal will display "must print batch" or "must check tots." Press CLEAR, and run a BATCH REPORT before attempting the SEND BATCH again.

FORCE	
ACTION	TERMINAL DISPLAY
<ol style="list-style-type: none"> Press the FORCE key, <input type="button" value="ABC 2"/>. Swipe card or key in account number. Press <input type="button" value="FUNC ENTER"/>. If the card was not swiped through the terminal, imprint the card and attach the merchant copy of the printed receipt to the imprinted sales slip. If the card was not swiped through the terminal in the previous step, enter the card's expiration date: press <input type="button" value="FUNC ENTER"/>. Key in the amount of the force: press <input type="button" value="FUNC ENTER"/>. Enter the authorization code obtained from the voice authorization center: press <input type="button" value="FUNC ENTER"/>. Please wait while the receipt prints. Transaction number and approval code are displayed. The transaction is now complete. Press <input type="button" value="CLEAR"/> to return to prompt. 	<ol style="list-style-type: none"> Day Date Time Force Enter amount Imprint card Expiry date MMY Y Amount of force? Enter auth code Processing... TR = 999 AP = 123456

If additional prompts appear while entering a Force, refer to the Optional Processing of the MagCard Plus Users' Manual

REPRINT RECEIPT	
ACTION	TERMINAL DISPLAY
<ol style="list-style-type: none"> Press the FUNCTION key <input type="button" value="FUNC ENTER"/> then press the REPRINT/REDISPLAY key <input type="button" value="DEF 3"/>. To reprint a receipt, press <input type="button" value="OZ 1"/>. Enter the transaction number of the transaction to be reprinted, press <input type="button" value="FUNC ENTER"/>. Confirm the transaction number and type: press <input type="button" value="FUNC ENTER"/>. Confirm the card type and total amount: press <input type="button" value="FUNC ENTER"/>. Confirm the account number: press <input type="button" value="FUNC ENTER"/>. Confirm the expiration date and auth code: press <input type="button" value="FUNC ENTER"/>. Confirm the employee and ticket number: press <input type="button" value="FUNC ENTER"/> after each. To reprint, press <input type="button" value="FUNC ENTER"/>. The receipt will print. To stop the reprint press <input type="button" value="CLEAR"/>. The reprint is now complete. Press <input type="button" value="CLEAR"/> to return to idle prompt. 	<ol style="list-style-type: none"> Day Date Time 1 = Print 2 = Display Enter trans # #123 sale Visa \$\$\$\$\$\$.\$\$ Acct NBR Follows 1234567890123456 Exp = MMY Y 123456 Employee = 123456 Ticket = 123 Print receipt? Printing... End of report

DISPLAY LAST RESPONSE	
ACTION	TERMINAL DISPLAY
<ol style="list-style-type: none"> Press the FUNCTION key <input type="button" value="FUNC ENTER"/> then press the REPRINT/REDISPLAY key, <input type="button" value="DEF 3"/>. To display the last response, press <input type="button" value="DEF 3"/>. The transaction number and approval code for the last transaction are displayed. The redisplay is now complete. Press <input type="button" value="CLEAR"/> to return to idle prompt. 	<ol style="list-style-type: none"> Day Date Time 1 = Print 2 = Display TR = 999 AP = 123456

BATCH REPORTS	
ACTION	TERMINAL DISPLAY
<ol style="list-style-type: none"> Press the FUNCTION key <input type="button" value="FUNC ENTER"/> then press the BATCH REPORTS key, <input type="button" value="ABC 2"/>. To print the batch report, press <input type="button" value="OZ 1"/>. To display the batch report, press <input type="button" value="ABC 2"/>. To print or display the totals only, press <input type="button" value="OZ 1"/>. To print transactions details and totals, press <input type="button" value="ABC 2"/>. If a detail report is displayed, press <input type="button" value="FUNC ENTER"/> to view the first transaction. Review the transaction number and type: press <input type="button" value="FUNC ENTER"/>. Review the card type and total amount: press <input type="button" value="FUNC ENTER"/>. Review the account number: press <input type="button" value="FUNC ENTER"/>. Review the expiration date and approval number: press <input type="button" value="FUNC ENTER"/>. Display repeats with each transaction: press <input type="button" value="FUNC ENTER"/>. The report is complete If a totals report is displayed, the total number and amount of purchase transactions are displayed. Record this information: press <input type="button" value="FUNC ENTER"/>. The total number and amount of credit transactions are displayed. Record this information: press <input type="button" value="FUNC ENTER"/>. The total number and amount by each card type are displayed. Redord this information: press <input type="button" value="FUNC ENTER"/>. The total number and amount of voided transaction are displayed. Records this information: press <input type="button" value="FUNC ENTER"/>. The total net batch count and amount of purchase transactions are displayed. Record this information: press <input type="button" value="FUNC ENTER"/>. The report is now complete. Press <input type="button" value="CLEAR"/> to return to the idle prompt. 	<ol style="list-style-type: none"> Day Date Trim Batch Report 1 = Print 2 = Display Enter Tran # TRN 123 sale Visa \$\$\$\$\$\$.\$\$ ACCT NBR follows 1234567890123456 Exp - MMY Y Employee = 123 Ticket = 123456 TRN 124 sale End of report PUR 123 \$\$\$\$\$\$.\$\$ CRD 123 \$\$\$\$\$\$.\$\$ TYP 123 \$\$\$\$\$\$.\$\$ Void 123 \$\$\$\$\$\$.\$\$ Set 123 \$\$\$\$\$\$.\$\$ End of report

If a BATCH REPORT is not run before a SEND BATCH is attempted, the terminal will display "must print batch" or "must check tots." Press CLEAR, and run a BATCH REPORT before attempting the SEND BATCH again.

SEND BATCH	
ACTION	TERMINAL DISPLAY
<ol style="list-style-type: none"> Press the SEND BATCH key, <input type="button" value="WXYZ 9"/>. Please wait while the terminal transmits the batch (unless password is used). The terminal will print a SEND BATCH report. The total amount received by the host is displayed: press <input type="button" value="FUNC ENTER"/>. If a batch reference number is returned from the host, it will be displayed: press <input type="button" value="FUNC ENTER"/>. If a host message is returned, it will be displayed. To scroll forward through the message, press <input type="button" value="#"/>. To scroll backward through the message, press <input type="button" value="*"/>. Once the host message has been reviewed, press <input type="button" value="FUNC ENTER"/> to return to the idle prompt. The settlement is now complete 	<ol style="list-style-type: none"> Day Date Time Send Patch Processing... Dialing... Waiting for answer... Transmitting... Receiving... Printing... App \$\$\$\$\$\$.\$\$ Ref = 123456789012 Host Message

If a BATCH REPORT is not run before a SEND BATCH is attempted, the terminal will display "must print batch" or "must check tots." Press CLEAR, and run a BATCH REPORT before attempting the SEND BATCH again.

EDIT TIP/EDIT AMOUNT	
ACTION	TERMINAL DISPLAY
<ol style="list-style-type: none"> Press the FUNCTION key <input type="button" value="FUNC ENTER"/> then press the Edit/Tip key <input type="button" value="GHI 4"/>. Press <input type="button" value="OZ 1"/> to edit the tip amount Enter the transaction number, or press <input type="button" value="FUNC ENTER"/> to start at the beginning of batch The transaction number and type are displayed: press <input type="button" value="FUNC ENTER"/>. Review the card type and total amount. As the terminal lists information about the card: press <input type="button" value="FUNC ENTER"/> to proceed. Review the transaction's account number, press <input type="button" value="FUNC ENTER"/>. Review the expiration date and authorization number, press <input type="button" value="FUNC ENTER"/>. Enter the tip amount: press <input type="button" value="FUNC ENTER"/>. Confirm the tip amount <input type="button" value="FUNC ENTER"/>. The transaction total, include tax and tip is displayed. To accept this amount press <input type="button" value="FUNC ENTER"/>. Please wait while the terminal updates the batch. To continue without printing a receipt prints, press: <input type="button" value="FUNC ENTER"/>. To print a new receipt for the edited transaction, press <input type="button" value="OZ 1"/>. Please wait while the terminal prints receipt. The editing of this transaction is now complete. To edit another transaction, enter the transaction number, press <input type="button" value="FUNC ENTER"/>. To return to the idle prompt, press <input type="button" value="CLEAR"/>. 	<ol style="list-style-type: none"> Day Date Time Edit Tran ENTR 1 = Tip 2 = AMT Enter Tran # Tran 123 follows #123 sale Visa \$\$\$\$\$\$.\$\$ Acct NBR follows 1234567890123456 Exp = MMY Y Tip is 0.00 Tip is \$\$. \$\$ TOT is \$\$\$\$\$\$. \$\$ Processing PRT Receipt? 1 = Y Printing... Enter tran #

VOID TRAN/DELETE BATCH - USE WITH CAUTION

<ol style="list-style-type: none"> Press the FUNCTION key <input type="button" value="FUNC ENTER"/> then press the void key, <input type="button" value="WXYZ 9"/>. Enter manager's password: press <input type="button" value="FUNC ENTER"/> (if option is enabled). To avoid a transaction: press <input type="button" value="OZ 1"/>. To delete the batch, press <input type="button" value="WXI 9"/>. If a transaction is being voided, enter the transaction number: press <input type="button" value="FUNC ENTER"/>. The transaction number and type are displayed. If this is the transaction to be voided: press <input type="button" value="FUNC ENTER"/>. Verify card type and total amount: press <input type="button" value="FUNC ENTER"/>. Verify the transaction's date and auth code: press <input type="button" value="FUNC ENTER"/>. Verify the expiration date and auth code: press <input type="button" value="FUNC ENTER"/>. Verify that this is the correct transaction to be voided. Press <input type="button" value="FUNC ENTER"/> to continue with the void. Press <input type="button" value="FUNC ENTER"/> to abort the void adn return to the idle prompt. The transaction has been voided. If the batch is to be deleted, verify that this is the current batch to be deleted. Press <input type="button" value="FUNC ENTER"/> to continue with the delete. Press <input type="button" value="CLEAR"/> to abort the delete and return to the idle prompt. The batch has been deleted. 	<ol style="list-style-type: none"> Day Date Trim Void/Delete MGR password 1 = Void 9 = Delete Void Enter Tran # Tran 123 follows #123 sale Visa \$\$\$\$\$\$.\$\$ 1234567890123456 Exp = MMY Y 123456 Void tran # 123 Processing... Prt Receipt? 1 = Y Tran #123 Voided Delete batch are you sure? Batch Cleared
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NOTE: A "Deleted" batch is not transmitted for processing.