

IF YOUR TERMINAL DISPLAYS THE FOLLOWING:

PLEASE CALL:

A call to the authorization center is required to complete the transactions. Merchant must perform an offline entry to create a transaction for settlement, after receiving an approval.

PLEASE CALL- CC:

Card has been reported stolen. A call to the authorization center is required. Obtain another form of payment.

PLEASE CALL- LC:

Card has been reported lost. A call to the authorization center is required. obtain another for of payment.

CALL HELP - NT:

No terminal parameters. The terminal ID is not recognized by the host as a valid as a valid terminal ID, or the host terminal records are incomplete. Call your customer service for assistance.

CALL HELP - RE:

Card read error - retry card swipe.

CALL HELP - SQ:

Sequence number is duplicate. Indicates terminal or system error. Call your customer service for assistance.

CALL HELP - TR:

Invalid transaction. Call your customer service for assistance.

DECLINED:

Transaction has been declined by bank or bank network. Obtain another form of payment

EXPIRED CARD:

Card expired. Obtain another form of payment.

INCORRECT PIN:

(Debit) Incorrect Personal Identification Number. Re-enter correct number (this action is performed by the cardholder).

INVALID TRANSACTION:

Transaction is not allowed at the terminal.

PLEASE WAIT:

Terminal is waiting for further instructions from host.



MERCHANT SERVICES INC.

HYPERCOM

FUNCTION	ACTION	TERMINAL DISPLAYS
SALE	<ol style="list-style-type: none"> Swipes card through reader Confirm card number, press Enter Key amount of sale: press Enter No action while terminal processes transaction 	<div>DateTime</div> <ol style="list-style-type: none"> Swipe customer card (card type) Sale Terminal displays card # Amount \$\$ Dialing now . processing now Approval #
MANUAL CARD ENTRY	<ol style="list-style-type: none"> A) Enter card number manually: press Enter B) Enter expiration date of the card: press Enter Take imprint of customer's card: Press Enter Key amount of sale: press Enter Enter AVS address Enter AVS zip code No action while terminal processes transaction 	<div>DateTime</div> <ol style="list-style-type: none"> A) ##### B) Expiration date MM/YY (card type) (sale) Take imprint of card Card Present? yes or no Enter Address Enter Zip code Amount Dialing now, processing now Approval
REFUND	<ol style="list-style-type: none"> Press REFUND key. Swipe card through reader. Key amount of REFUND: press Enter. No action while terminal processes transaction 	<div>DateTime</div> <ol style="list-style-type: none"> Swipe customer card Refund Swipe customer card (card type) Refund Amount \$\$. Dialing now Process now
Offline (voice auth)	<ol style="list-style-type: none"> Press OFFLINE key. Swipe card through reader. Key amount of sale: press Enter. Key approval code: press Enter. Transaction is stored 	<div>DateTime</div> <ol style="list-style-type: none"> Swipe customer card "OFFLINE MODE" ENTER ACCOUNT # (card type) OFFL Amount \$\$. Enter approval code Transaction accepted
Void	<ol style="list-style-type: none"> Press VOID key. Key in invoice # from original transaction, press Enter. Invoice # and amount display. If correct, press Enter. If not correct, press CLEAR to return to idle prompt. 	<div>DateTime</div> <ol style="list-style-type: none"> Swipe customer card Enter invoice # (invoice #) \$\$. Correct? yes or no Transaction accepted
REPORTS	<ol style="list-style-type: none"> Press REPORTS key. Key in report #: press Enter. Printer generates report 	<div>DateTime</div> <ol style="list-style-type: none"> Swipe customer card 3= Audit 4= Summary? 5= O tabs

HYPERCOM RETAIL APPLICATION

FUNCTION	ACTION	TERMINAL DISPLAYS
BATCH REVIEW	1. Press BATCH REVIEW key. 2. Press Enter to view transaction by invoice # in descending order. Press clear to view transactions in ascending order. 3. Press Back Space (↵) to view detail of individual transaction. 4. Press Backspace (⌫) to view more detail of transaction.	Date Time 1. Swipe customer card INV (invoice #) 2. (Trans type) \$\$ Approval # 3. Card Number Sequence no: # 4. Date Time
BATCH SETTLEMENT	1. Press SETTLEMENT key. 2. Key in your password(0000): press Enter 3. To settle all card types, press Enter. To settle specific card types, key in Host number, press Enter. Host number may be viewed by processing requests. 4. No action while terminal processes requests. 5. Press Enter to accept value displayed or Clear to return to idle prompt. 6. Press Enter to accept value displayed or Clear to return to idle prompt 7. Terminal connects to host to transmit batch information. This displays when process is complete	Date Time 1. Swipe customer card SETTLE 2. Enter password 3. Host # (ID) scanning batch 4. Please wait sales total \$\$ 5. Correct? yes or no refunds total \$\$ 6. Correct? yes or no batch number: # 7. Reconcile complete
REPRINT RECEIPT	1. Press REPRINT key. 2. Key in invoice # of original transaction: press Enter or press Enter for last transaction. 3. Printer generates report	Date Time 1. Swipe customer card Reprint Invoice 2. Enter invoice # (invoice #) \$\$ 3. Reprint complete
DISPLAY TOTALS	1. Press TOTALS key. 2. No action while terminal processes request 3. Total values display. Press BACKSPACE(⌫) to toggle between displays of Net Refund Totals and Net Sales totals for a card type 4. Press ENTER to review net sales for next card or CLEAR to review previous card type totals	Date Time 1. Swipe customer card 2. Scanning batch Please wait Totals Sales 3. ## Items \$\$ Totals Refund 4. ## Items \$\$

HYPERCOM RESTAURANT FEATURES

FUNCTION	ACTION	TERMINAL DISPLAYS
LOG ON/OFF SERVERS	1. Press key sequence: FUNCTION, 7, 7. 2. Key in server number, up to 4 digits; press ENTER. 3. Press ENTER to accept. Press CLEAR to make no change.	DATE TIME 1. SWIPE CUTOMER CARD 2. ENTER SERVER NUMBER SERVER 3. SIGN ON? YES OR NO
ADJUST ADD TIP	1. Press ADJUST key. 2. Key in invoice number from original transaction; press ENTER. 3. If base amount is correct, key in tip amount, press ENTER. 4. Total amount displays. If correct, press ENTER. If not correct amount, press CLEAR to enter new amount.	DATE TIME 1. SWIPE CUSTOMER CARD ADJUST 2. ENTER INVOICE NUMBER 3. BASE AMOUNT \$\$,¢¢ 4. ENTER TIP TOTAL CORRECT? YES OR NO
BATCH REVIEW	1. Press BATCH REVIEW key. 2. Key in server number, up to 4 digits; press ENTER or press ENTER for all. 3. Press ENTER to view transactions by invoice number in descending order. Press CLEAR to view transactions in ascending order. 4. Press BACKSPACE (↵) to view detail of individual transaction. 5. Press BACKSPACE (↵) to view more detail of transaction.	DATE TIME 1. SWIPE CARD REVIEW 2. ENTER SERVER NUMBER SRV:#### INV:[INVOICE #] 3. [TRANS TYPE] \$\$,¢¢ APPROVAL #####
SERVER REPORTS	1. Press REPORTS key. 2. Key in 2; press ENTER. 3. Key in selection, press ENTER. 4. Key in server number, up to 4 digits; press ENTER or press ENTER for all. 5. Printer generates report.	DATE TIME 1. SWIPE CUSTOMER CARD 2. 2=SERVER 3=AUDIT 4=SUMMARY 5=O TABS 3. 1=DETAIL 2=SUMMARY 3=UNADJUSTED? 4. ENTER SERVER NUMBER 5. SCANNING BATCH