

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

SALE (Swiped Card) Use this function to authorize and capture transactions for settlement if the card is not present (ie: orders by phone, fax or mail) or the magnetic stripe is unreadable. 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.

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| MMM DD, YY SWIPE CUSTOMER CARD | HH:MM | Swipe card or key card number and press Yes/Enter For MANUAL transaction ----> ? |
| ENTER LAST 4 NO. OF CUSTOMER CARD | | Key last 4 digit of the credit card number and press Yes/Enter |
| EXPIRATION DATE MMY | | Key expiration date and press Yes/Enter |
| RECURRING TRAN? | | Press No/Clear if the transaction is a recurring payment or press Yes/Enter if the transaction is a recurring payment |
| IS CARD PRESENT? | | Press No/Clear if the card is not present or press Yes/Enter if the card is present |
| MAIL/PHONE ORDER? | | Press No/Clear if the transaction is not mail/phone order or press Yes/Enter if the transaction is mail/phone order |
| E-COMMERCE ORDER? | | Press No/Clear if the transaction is not from the internet or press Yes/Enter if the transaction is from the internet |
| 1 = ENCRYPTED 2 = NON - SECURE | | Press 1 if the website is secure or press 2 if the website is not secure |
| 0=SKIP 2=ILLEGIBLE 1=ENTER CW2 9=NONE | | Select the desire option and press Yes/Enter |
| ENTER CW2 CODE | | Key in 3 digit card code and press Yes/Enter or press Yes/Enter for other options. The card code can be found on the signature line of the customer's credit card. |
| ENTER ORDER NUM. | | Key order number and press Yes/Enter |
| ENTER ADDRESS | | Key first 5 numeric digits of customer's address and press Yes/Enter |
| ENTER ZIP CODE | | Key customer's zip code and press Yes/Enter |
| AMOUNT \$0.00 | | Key amount and press Yes/Enter |
| TIP AMOUNT \$0.00 | | Key tip amount and press Yes/Enter |
| ENTER CLERK/SERVER ID | | Key clerk number and press Yes/Enter |
| TICKET / NVOICE NUMBER | | Key ticket / invoice number and press Yes/Enter |
| VISA SALES TAX SALE \$0.00 | | Key tax amount and press Yes/Enter |
| VISA TAX EXEMPT? SALE (Y/N) | | Press Yes/Enter if transaction is tax exempt. If No/Clear is pressed, tax will be requested again (only displayed if tax = \$0.00). |
| CUSTOMER CODE | | Key customer code and press Yes/Enter |
| VISA AUTH/TKT SALE 000000 | | On approval, tear slip and have customer sign the receipt. If CALL CENTER is displayed, call for voice authorization and enter the transaction as an Offline Sale. Press Cancel to return to the idle prompt. |

AVS RESPONSE CODE:
Y = Address and Zip match **S** = Services Not Supported
N = Address and Zip does not match **U** = Unavailable

DEBIT Use this function to authorize and capture a debit transaction for settlement.
Note: Debit cards cannot be entered manually.

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| MMM DD, YY SWIPE CUSTOMER CARD | HH:MM | Press DEBIT |
| DEBIT CUSTOMER CARD SWIPE | | Swipe debit card |
| DEBIT SALE AMOUNT DEBIT \$0.00 | | Key amount and press Yes/Enter |
| DEBIT TIP AMOUNT DEBIT \$0.00 | | Key tip amount and press Yes/Enter |
| DEBIT CASH AMOUNT DEBIT \$0.00 | | Key cashback amount and press Yes/Enter |
| TOTAL CORRECT? \$0.00 YES OR NO | | Verify total amount and press Yes/Enter |
| TOTAL WAITING FOR PIN \$0.00 | | Instruct customer to key PIN via PIN pad and press Enter . Do not ask customer for the PIN |
| DEBIT APPROVAL DEBIT OK 000000 | | Tear slip and have customer sign the receipt. Press Cancel to return to the idle prompt. |

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

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| MMM DD, YY SWIPE CUSTOMER CARD | HH:MM | Press Void |
| VOID ENTER ITEM NUMBER | | Key item number and press Yes/Enter |
| ITM:00 CORRECT? \$0.00 YES OR NO | | Verify transaction. Press Yes/Enter to void displayed transaction or press Cancel to return to the idle prompt. |
| TRANSACTION ACCEPTED | | Tear slip and have customer sign the receipt. |

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

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| MMM DD, YY SWIPE CUSTOMER CARD | HH:MM | Press Refund |
| REFUND SWIPE CUSTOMER CARD | | Swipe card or key card number and press Yes/Enter |
| VISA EXPIRATION DATE REFUND MMY | | Key expiration date and press Yes/Enter |
| VISA AMOUNT REFUND \$0.00 | | Key amount and press Yes/Enter |
| VISA REFUND TRANSACTION ACCEPTED | | Tear slip and have customer sign the receipt. Press Cancel to return to the idle prompt |

OFFLINE SALE Use this function to capture transactions when voice approval has been obtained. Sometimes referred to as a forced transaction.

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| MMM DD, YY SWIPE CUSTOMER CARD | HH:MM | Press Offline |
| ** OFFLINE MODE ** ENTER ACCOUNT NUMBER | | Swipe card or key card number and press Yes/Enter |
| VISA EXPIRATION DATE OFFLINE MMY | | Key expiration date and press Yes/Enter |
| VISA AMOUNT OFFLINE \$0.00 | | Key amount and press Yes/Enter |
| VISA ENTER APPROVAL CODE OFFLINE | | Key authorization number obtained though the voice authorization center and press Yes/Enter |
| VISA TRANSACTION ACCEPTED OFFL | | Tear slip and have customer sign the receipt. Press Cancel to return to the idle prompt |

AUTHORIZATION ONLY / CARD VERIFY Use this function to authorize transaction without affecting the batch.

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| MMM DD, YY SWIPE CUSTOMER CARD | HH:MM | Press Card Verify/Auth |
| AUTHORIZE SWIPE CUSTOMER CARD | | Swipe card or key card number and press Yes/Enter |
| VISA EXPIRATION DATE AUTHORIZ MMY | | Key expiration date and press Yes/Enter |
| VISA AMOUNT AUTHORIZ \$0.00 | | Key amount and press Yes/Enter |
| VISA APPROVED AUTHORIZ 000000 | | Tear slip and have customer sign the receipt. Press Cancel to return to the idle prompt |

REPRINT Use the function to reprint a transaction that is in the current batch.

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| MMM DD, YY SWIPE CUSTOMER CARD | HH:MM | Press Reprint |
| REPRINT ITEM ENTER ITEM NUMBER | | Key item number and press Yes/Enter |
| REPRINT ITEM 00 | | Press Cancel to return to the idle prompt |



FDR PLATFORM HYPERCOM® T7 QUICK REFERENCE GUIDE



Retail / Restaurant

Application ID: T7FDRP.11M

VOICE AUTHORIZATION NUMBERS

MC/VS _____
 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 helps ensure the integrity of your transaction flow. Merchant Services has 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.

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 *Print Reports* 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.

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

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| MMM DD, YY SWIPE CUSTOMER CARD | HH:MM | Press Reports |
| 1=CLERK 3=SUMMARY | 2=AUDIT 4=MORE | Press 1 , 2 , 3 or 4 to select desired report and Yes/Enter , then follow additional prompts |
| PRINT LIST PRINTING, WAIT... | | Report is printing |

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

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| MMM DD, YY SWIPE CUSTOMER CARD | HH:MM | Press Settle |
| SALES TOTAL CORRECT? YES OR NO | \$0.00 | Verify net total and press Yes/Enter if total is correct or press No/Clear to exit |
| CLOSE | \$0.00 | The transactions have been settled for payment. Press Cancel to return to the idle prompt |

INDUSTRY INFORMATION

AVS (Address Verification Service) - A service designed to help reduce the possibility of fraud on Manually Keyed 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 "X" is returned as one of the AVS codes, you may want to consider whether you want to accept the transaction, requesting additional ID from the customer or secure alternate means of payment. If you don't accept it then you must go back to void the transaction (see procedures for Adjust/Void Transaction). 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.

Offline Sale – A captured transaction which does not dial out for authorization. Sometimes referred to as a forced transaction. Voice approval should be obtained for all offline sales. Note: If Commercial card processing is enabled, Commercial Card prompts will be displayed on all MasterCard® and VISA® transactions.

E-Commerce – A service design to help reduce the possibility of fraud on Internet transactions. The terminal will ask if the website that you used your card credit on is secure or not.

OPEN TAB Use this function to authorize an open tab transaction.

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|-----------------------------------|-----------|--|
| MMM DD, YY SWIPE CUSTOMER CARD | HH:MM | Press Open Tab |
| OPEN TAB SWIPE CUSTOMER CARD | | Swipe card or key card number and press Yes/Enter |
| VISA EXPIRATION DATE MMY | OPEN TAB | Key expiration date and press Yes/Enter |
| VISA ENTER SERVER ID | OPEN TAB | Key server number and press Yes/Enter |
| VISA AMOUNT \$0.00 | OPEN TAB | Key amount and press Yes/Enter |
| VISA AUTH/TKT 000000 | AUTHORIZE | Tear slip and have customer sign the receipt. Press Cancel to return to the idle prompt |

ADJUSTING A TRANSACTION, CLOSE TAB and ADD TIP Use this function to change the amount of a transaction, to change or add a tip, or to close an open tab transaction.

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| MMM DD, YY SWIPE CUSTOMER CARD | HH:MM | Press Adjust |
| ENTER SERVER ID | | Key server number and press Yes/Enter |
| ENTER ITEM NUMBER | | Key item number and press Yes/Enter |
| TOTAL (000) CLOSE TAB? | \$0.00 Y/N | Verify amount and press Yes/Enter to close open tab |
| TOTAL (000) ENTER TIP | \$0.00 \$0.00 | Key tip amount and press Yes/Enter |
| TOTAL (000) CORRECT? YES OR NO | \$0.00 | Verify amount, press Yes/Enter if the amount of the transaction is correct or press No/Clear if the amount of the transaction is not correct. |
| TOTAL (000) NEW AMOUNT | \$0.00 \$0.00 | Key new amount and press Yes/Enter |
| TRANSACTION ACCEPTED | | Press Cancel to return to the idle prompt |

VIEW TOTALS Batch totals can be viewed at any time for the transactions in the current batch

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| MMM DD, YY SWIPE CUSTOMER CARD | HH:MM | Press Totals |
| TOTALS 00 ITEMS | GRAND \$0.00 | Press ← to view sales totals |
| TOTALS 00 ITEMS | REFUND \$0.00 | Press ← to view refund totals. Press Cancel to exit |