

CREDIT SALE

- Select *SALE*
- Enter sale amount and press *ENTER*
  - Enter tip amount and press *ENTER*, or press *ENTER* to bypass.
- Select *YES*
- Swipe, tap, or insert customer card or manually enter account number and press *ENTER*
  - Select the desired language
  - Select *CREDIT*
  - Enter expiration date (MMYY) and press *ENTER*
  - Card present? Select *YES* (if No, see Mail/Phone section)
  - Imprint the card and press *ENTER*
  - Enter V-Code and press *ENTER*, or press *ENTER* to bypass
  - If bypassed, select V-Code option: *NO* (no V-Code), *XREAD* (unreadable), or *XPROV* (not provided)
  - Enter Zip Code and press *ENTER*
  - Have customer enter *PIN* on PIN pad and press *ENTER*, press *ENTER* to bypass
- Terminal dials out
  - Remove the card
- Receipt prints

MAIL /PHONE SALE

- Press the purple *DOWN ARROW* key
- Select *PHONE ORDER*
- Enter sale amount and press *ENTER*
- Select *YES*
- Manually enter account number and press *ENTER*
- Enter expiration date (MMYY) and press *ENTER*
- Select option: *PHONE* or *WEB*
  - If Web, encrypted? Select *YES* or *NO*
- Enter purchase order number, and press *ENTER*
- Enter V-Code and press *ENTER*, or press *ENTER* to bypass
  - If bypassed, select V-Code option: *NO* (no V-Code), *XREAD* (unreadable), or *XPROV* (not provided)
- Enter street address number and press *ENTER*
- Enter Zip Code and press *ENTER*
- Terminal dials out, and receipt prints

NOTE: *Italicized steps are optional and may not be prompted for.*  
NOTE: *Printing the customer copy is an option on all transactions.*

DEBIT SALE

- Select *SALE*
- Enter sale amount and press *ENTER*
- Select *YES*
- Swipe or insert customer card
- Select *DEBIT*
- Have customer enter *PIN* on PIN pad and press *ENTER*
  - Enter cash back amount and press *ENTER*
- Terminal dials out, and receipt prints

CREDIT REFUND

- Press the purple *DOWN ARROW* key
- Select *REFUND*
- Enter refund amount and press *ENTER*
- Select *YES*
- Swipe, tap, or insert customer card or manually enter account number and press *ENTER*
  - Select the desired language
  - Select *CREDIT*
  - Enter expiration date (MMYY) and press *ENTER*
- Terminal dials out
  - Remove the card
- Receipt prints

DEBIT REFUND

- Press the purple *DOWN ARROW* key
- Select *REFUND*
- Enter refund amount and press *ENTER*
- Select *YES*
- Swipe, tap, or insert customer card or manually enter account number and press *ENTER*
- Select *DEBIT*
- Have customer enter *PIN* on PIN pad and press *ENTER*
- Enter original transaction date (MMDDYY), and press *ENTER*
- Enter original time (HHMMSS), and press *ENTER*
- Terminal dials out, and receipt prints

CARD TYPES ACCEPTED

- Visa
- MasterCard
- Debit Cards
- American Express
- Discover
- PayPal
- Carte Blanche
- Diners Club
- JCB
- EBT
- Private Label

TERMINAL MESSAGES

**AMOUNT DUE/BALANCE DUE:** A partial authorization has occurred. Ask customer for another form of payment for the remaining balance of the sale. Press *ENTER* to print the receipt. Pressing *CANCEL* will not void the transaction.

**AVS (ADDRESS VERIFICATION SERVICE):** Checks if the street address and ZIP code entered match the customer's billing address.

**CALL:** Call Voice Authorization Center. If approved, proceed with Offline Entry.

**HOLD/CALL OR PICK UP CARD:** Hold the card. Use Code 10 procedure. Call the Voice Authorization Center.

**CARD SWIPE ERROR:** Magnetic stripe did not read. Swipe card again or manually key-in account number.

**COMM ERROR:** A communication error has occurred. Check line connections, call Help Desk.

**GB (NUMBER):** Good batch. Batch transmission accepted.

**MANUAL ENTRY NOT ALLOWED:** Current transaction will not allow manual entry. Debit cards may not be manually keyed-in.

**QD (NUMBER) OR RB (NUMBER):** Quit Duplicating or Rejected Batch. Call Help Desk.

**RECORD NOT FOUND:** Invoice number is not found in terminal batch.

**SETTLE FAILED, RETRY:** Settlement failed, call help desk.

**V-CODE:** Verification Code. A 3-4 digit non embossed number found on card signature panel or near embossed account number on front. V-code may be prompted for on a manually-entered transaction.

AUTOMATIC DOWNLOADS

With this application, downloads are automatically initiated by the terminal at a preset time and date. Some automatic downloads will require the terminal to be re-authenticated. Any manual configurations performed on the terminal will be reset after a download.

ICON LEGEND


Scroll	Tip	ALPHA	Reprint	Reports
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QUICK REFERENCE

Bank Name \_\_\_\_\_  
Bank Phone \_\_\_\_\_  
Help Desk Phone \_\_\_\_\_  
V Number \_\_\_\_\_  
Voice Authorization Phone \_\_\_\_\_  
Merchant Number ID \_\_\_\_\_  
Other \_\_\_\_\_  
\_\_\_\_\_

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Quick Reference Guide



REVERSAL (FULL/PARTIAL)

Reversals may only be processed on sales within the current batch.

- Press the purple *DOWN ARROW* key until Reversal displays
- Select *REVERSAL*
- Select *FULL* (full amount reversed) or *PARTIAL* (partial amount reversed)
- Select retrieval method: *INV#* (invoice #) or *AMT* (amount)
- Enter retrieval information, and press *ENTER*
- Transaction displays on screen; select *YES* (reverses trans), *NO* (returns to last screen), or *NEXT* (scrolls to next trans)
  - If No or Next, follow prompts.
  - If partial reversal, enter the dollar amount to be reversed and press *ENTER*
- Terminal dials out, receipt prints

DEBIT RE-ENTER

- Press the purple *DOWN ARROW* key until Offline displays
- Select *OFFLINE*
- Enter transaction amount and press *ENTER*
- Select *YES*
- Swipe customer card or manually enter account number and press *ENTER*
- Select *DEBIT*
- Select type: *SALE* or *REFUND*
- Enter network ID (three digits), and press *ENTER*
- Enter settlement date (MMDD), and press *ENTER*
- Enter original transaction date (MMDDYY), and press *ENTER*
- Enter original time (HHMMSS), and press *ENTER*
- Enter original trace number (six digits), and press *ENTER*
- Enter retrieval reference number (12 digits), and press *ENTER*
- Enter approval code (six digits), and press *ENTER*
  - Enter cash back amount and press *ENTER*
- Receipt prints

CREDIT OFFLINE ENTRY

- Press the purple *DOWN ARROW* key until Offline displays
- Select *OFFLINE*
- Enter sale amount and press *ENTER*
  - Enter tip amount and press *ENTER*, or press *ENTER* to bypass.
- Select *YES*
- Swipe or tap customer card or manually enter account number and press *ENTER*
- Select *CREDIT*
  - Enter expiration date (MMYY) and press *ENTER*
  - Imprint the card and press *ENTER*
- Enter transaction *ID* (15 characters), and press *ENTER*
- Enter approval code (six digits), and press *ENTER*
- Receipt prints

AUTHORIZATION ONLY

- Press the purple *DOWN ARROW* key
- Select *AUTH ONLY*
- Enter sale amount and press *ENTER*
- Select *YES*
- Swipe, tap, or insert customer card or manually enter account number and press *ENTER*
  - Select the desired language
  - Select *CREDIT*
  - Enter expiration date (MMYY) and press *ENTER*
  - Imprint the card and press *ENTER*
- Terminal dials out
  - Remove the card
- Receipt prints

TIP ADJUST

- Press the purple *TIP* key
- Select retrieval method: *CLRK* (clerk ID), *AMT* (amount), *ACCT* (last 4 digits), or *INV#* (invoice #)
- Enter retrieval information, and press *ENTER*
- Transaction displays, select option *ADJ* (adjust tip), *PREV* (previous trans), *NEXT* (next trans), or *INV#* (retrieve another invoice #)
- Enter the tip amount and press *ENTER*
- Terminal displays 'Approved XXXXXX', press *ENTER*
- Select *PREV*, *NEXT*, or *INV#* to retrieve another transaction

BALANCE INQUIRY

- Press the purple *DOWN ARROW* key until Balance Inq. displays
- Select *BALANCE INQ.*
- Swipe, tap, or insert customer card or manually enter account number and press *ENTER*
  - Select the desired language
  - Choose card? Select *CREDIT* or *EBT*
  - If Credit, enter expiration date (MMYY) and press *ENTER*
  - If EBT, select type: *FOOD* or *CASH*
  - If EBT, have customer enter *PIN* on PIN pad and press *ENTER*
- Terminal dials out
  - Remove the card
- Receipt prints

EBT SALE (FOOD STAMPS/CASH BENEFITS)

- Select *SALE*
- Enter sale amount and press *ENTER*
- Select *YES*
- Swipe customer card or manually enter account number and press *ENTER*
- Select *EBT*
- Select *FOOD* or *CASH*
  - If Cash Benefits, enter cash back amount and press *ENTER*
- Have customer enter *PIN* on PIN pad and press *ENTER*
- Terminal dials out, and receipt prints

EBT SALE (ELECTRONIC VOUCHER)

- Select *SALE*
- Enter sale amount and press *ENTER*
- Select *YES*
- Swipe customer card or manually enter account number and press *ENTER*
- Select *EBT*
- Enter voucher approval code (six digits), and press *ENTER*
- Enter voucher serial number (15 digits), and press *ENTER*
- Terminal dials out, and receipt prints

EBT OFFLINE (FOOD STAMPS/CASH BENEFITS)

- Press the purple *DOWN ARROW* key until Offline displays
- Select *OFFLINE*
- Enter sale amount and press *ENTER*
- Select *YES*
- Swipe customer card or manually enter account number and press *ENTER*
- Select *EBT*
- Select transaction type: *FOOD* or *CASH*
  - If Food Stamps, select re-enter type: *FSALE* (food sale) or *FREFN* (food refund)
- Enter network *ID* (three digits), and press *ENTER*
- Enter settlement date (MMDD), and press *ENTER*
- Enter original transaction date (MMDDYY), and press *ENTER*
- Enter original time (HHMMSS), and press *ENTER*
- Enter original trace number (six digits), and press *ENTER*
- Enter retrieval reference number (12 digits), and press *ENTER*
- Enter approval code (six digits), and press *ENTER*
- Receipt prints

EBT OFFLINE (ELECTRONIC VOUCHER)

- Press the purple *DOWN ARROW* key until Offline displays
- Select *OFFLINE*
- Enter sale amount and press *ENTER*
- Select *YES*
- Swipe customer card or manually enter account number and press *ENTER*
- Select *EBT*
- Select transaction type: *VCHR*
- Enter network ID (three digits), and press *ENTER*
- Enter settlement date (MMDD), and press *ENTER*
- Enter original transaction date (MMDDYY), and press *ENTER*
- Enter original time (HHMMSS), and press *ENTER*
- Enter original trace number (six digits), and press *ENTER*
- Enter retrieval reference number (12 digits), and press *ENTER*
- Enter approval code (six digits), and press *ENTER*
- Enter voucher approval code (six digits), and press *ENTER*
- Enter voucher serial number (15 digits), and press *ENTER*
- Receipt prints

EBT REFUND

- Press the purple *DOWN ARROW* key
- Select *REFUND*
- Enter refund amount and press *ENTER*
- Select *YES*
- Swipe customer card or manually enter account number and press *ENTER*
- Select *EBT*
- Have customer enter *PIN* on PIN pad and press *ENTER*
- Terminal dials out, and receipt prints

ADD CLERK

- Press *ENTER*
- Select *SERVERS*
- Select *ADD SERVER*
  - Enter password and press *ENTER*
- Enter clerk *ID* (1-4 characters), and press *ENTER*
- Enter clerk password (5-10 characters), and press *ENTER*
- Re-enter the clerk password, and press *ENTER*
- Repeat steps to add another clerk

REPRINT A RECEIPT

- Press the purple *REPRINT* key
- Select reprint option: *LAST RECEIPT* (last transaction in batch) or *ANY RECEIPT* (desired transaction in batch)
  - If Any Receipt, enter invoice number and press *ENTER*
- Receipt prints

REPORTS

- Press the purple *REPORTS* key
- Choose report: *TOTALS* (total amounts), *DETAIL* (each transaction), or *CLERK/SERVER* (clerk totals/detail)
  - If Clerk/Server, select option: *TOTALS* or *DETAIL*
  - If Clerk/Server Detail, select *ONE* (one clerk) or *ALL* (all clerks)
  - If One clerk, enter the Clerk ID, and press *ENTER*
- Report prints

TRANSACTION REVIEW

- Press the purple *DOWN ARROW* key until Batch Review displays
- Select *BATCH REVIEW*
- Select retrieval method: *CLRK* (clerk ID), *AMT* (amount), *ACCT* (last 4 digits), or *INV#* (invoice #)
- Enter retrieval information, and press *ENTER*
- Transaction displays, select *PREV* or *NEXT* to scroll transactions

VIEW TOTALS

- Press the purple *DOWN ARROW* key until Batch Totals displays
- Select *BATCH TOTALS*
  - Press *PREV* or *NEXT* to scroll hosts, then press *SLCT* to select host
- Batch totals display, press *ENTER* to exit

BATCH SETTLEMENT

- Press the purple *DOWN ARROW* key
- Select *SETTLEMENT*
- Sale and refund totals display, press *ENTER* to confirm
  - Or key in the sale and refund totals and press *ENTER*
- Terminal dials out, and displays GB XXXX *ACCEPTED*
- Press *ENTER*
- Settlement report prints

FAILED SETTLEMENT

*RB* or *QD* response

- Terminal will display *RB* [NUMBER] or *QD* [NUMBER]
- DO NOT delete batch or continue without Help Desk verification
- Call Help Desk

AUTHENTICATE THE TERMINAL

- Press *ENTER*
- Select *SETUP*
  - Enter password and press *ENTER*
- Select *AUTHENTICATION*
- Enter the Authentication Code and press *ENTER*
- Enter your Zip Code and press *ENTER*
- Terminal dials out, then displays *ACTIVATED*

DEACTIVATE THE TERMINAL

- Press *ENTER*
- Select *SETUP*
  - Enter password and press *ENTER*
- Select *DEACTIVATION*
- Terminal dials out, then displays *DEACTIVATED*
- More merchants? Select *NO*
- The screen then displays Authentication Code. The terminal must be authenticated before transaction can be processed

ALPHA CHARACTERS

- Press key corresponding with desired letter
- Press *ALPHA* until desired letter appears [Number + *ALPHA* = Letter]