

Credit Sale

1 Swipe card through vertical slot as shown on terminal.*

For manual entry:

- Touch **CREDIT** on display, then touch **SALE**.
- Key in card number and press **ENTER**.
- Key in card expiration date (Example: for December 2001, enter 1201). Press **ENTER**.

2 Key in pre-tip amount of transaction, then press ENTER.

For commercial cards and purchase cards:

- Key in base amount and press **ENTER**.
- Key in tax amount and press **ENTER**.
- If total is correct, touch **YES** when prompted.
If amount is incorrect, touch **NO** to repeat steps.
- Key in purchase order number and press **ENTER**.

NOTE: Prompting messages may vary based on card type.

*** If the magnetic stripe cannot be read by the terminal, a sales slip must be imprinted with the credit card information to verify that the card was present at the time of the transaction. Failure to imprint the card may result in a chargeback.**

IMPORTANT: If you encounter a suspicious situation, call the authorization center at the number listed below for further verification before completing the transaction, regardless of your authorization method. Ask for a Code 10 operator.

3 Enter clerk / server ID Number

4 Receipt prints – transaction complete.

- Receipt prints if transaction is approved (see “Response Codes” below).
- Have customer sign receipt and place in cash register drawer.
 - Touch **YES** when prompted to print customer receipt.

5 Enter tip amount

*** If no tip at this time, press ENTER. To add tip later, look under Tip Adjustment section.**

Response Codes

APPROVAL

Each authorized transaction is assigned a specific approval code (the look of which may vary depending on the type of card used). The Eclipse™ terminal displays this code number and prints it on receipts. If a credit slip is used, write the entire approval code on the slip.

DECLINE

Ask for another form of payment. A voice approval will not override this decline.

REFERRAL

Call the appropriate Authorization Center at one of the numbers listed below. If you are given an approval, force the transaction into the batch (see “Credit Force”).

American Express®: 1-800-528-2121

Merchant Number

Diners Club®/ Carte Blanche®: 1-800-525-9040

Merchant Number

Discover®/ NOVUS®: 1-800-347-1111

Merchant Number

MasterCard®:

Merchant Number

VISA®:

Merchant Number

Credit Refund / Exchange

1 Select Credit Refund function.

Touch **CREDIT** option on Eclipse display screen, then touch **REFUND**. (If debit is activated, touch **CREDIT** when prompted to select refund type.)

2 Swipe card through vertical slot as shown on terminal.

If card will not swipe, manually enter card number and expiration date.

3 Key in pre-tip amount and press ENTER, then enter tip.

For commercial cards and purchase cards:

- Key in refund base amount and press **ENTER**.
- Key in tax amount and press **ENTER**.
- If total is correct, touch **YES** when prompted.
If amount is incorrect, touch **NO** to repeat steps.
- Key in purchase order number and press **ENTER**.

NOTE: Prompting messages may vary based on card type.

4 Enter clerk / server ID number

5 Refund captured – receipt prints.

When refund is captured, terminal prints merchant copy of Credit Voucher. Touch **YES** when prompted to print customer copy of voucher and give to the customer.

Credit Force

When given an approval code by an operator, you must complete a Credit Force to manually enter item into terminal and print a receipt for the customer to sign.

1 Select Credit Force function.

Touch **CREDIT** option on Eclipse display screen, then touch **FORCE**.

2 Manually enter card information.

- Key in card number and press **ENTER**.
- Key in card expiration date and press **ENTER**.

3 Key in pre-tip amount and press ENTER, then enter tip.

For commercial cards and purchase cards:

- Key in force base amount and press **ENTER**.
- Key in tax amount and press **ENTER**.
- If total is correct, touch **YES** when prompted.
If amount is incorrect, touch **NO** to repeat steps.
- Key in purchase number and press **ENTER**.

NOTE: Prompting messages may vary based on card type.

4 Enter clerk / server ID number

5 Key in authorization code and press ENTER.

6 Force captured – print receipt.

After force is captured, touch **YES** if prompted to print receipts.

Eclipse™ POS Support

Eclipse Help Desk:

Eclipse Equipment Supplies:

Additional Credit Functions

▶ Correct A Credit Transaction or Tip Adjustment

- Press **EDIT** on keypad, then touch **CREDIT** to view last transaction. Use arrows to view other transactions.
- Touch **EDIT** to alter displayed transaction in one of the following ways:

To void a credit transaction:

- Touch **VOID** to cancel the sale.

To change the amount of a credit transaction:

- Touch **Pre-Tip AMT** or **Tip AMT**, then key in correct dollar amount and press **ENTER**.

If the new amount exceeds the original authorization by more than 15 percent, you must obtain a new authorization code for the difference.

NOTE: Debit transactions cannot be edited or voided.

▶ Close The Batch

- Touch **CREDIT** option on Eclipse display screen.
- Touch **MORE** to view additional options, then touch **CLOSE**.
- Touch **YES** to confirm close. Detailed report will print.

All reports must be printed prior to settlement (see "View / Print Totals And Details").

If your terminal is set for **AUTO CLOSE**, it will automatically close and print a closing report at a preset time each day.

Debit Sale

1 Select Debit Sale function.

- Touch **OTHER** on display, then touch **DEBIT**.
- Select **DEBIT SALE** to begin transaction.

2 Swipe card through vertical slot as shown on terminal.

All debit card transactions must be swiped; debit card numbers may not be entered manually.

3 Key in pre-tip amount and press ENTER, then enter tip.

If cash back option is activated:

- Key in cash back amount when prompted and press **ENTER**. Terminal will display sum of sale plus cash back amount.
- If total is correct, touch **YES** when prompted. If amount is incorrect, touch **NO** to repeat steps.

4 Customer enters PIN to complete transaction.

Customer must key in private Personal Identification Number and press **ENTER** on PIN pad.

Debit Refund

*You may not be permitted to issue a debit refund for some types of debit cards. If the debit refund is not permitted, you will receive an error message. (The customer is not required to sign the receipt.)

1 Select Debit Refund function.

- Touch **OTHER** on display, then touch **DEBIT**.
- Touch **DEBIT REFUND** to begin.

2 Swipe card through vertical slot as shown on terminal.

All debit card transactions must be swiped; debit card numbers may not be manually entered.

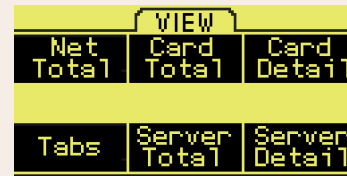
3 Key in total pre-tip amount and press ENTER, then enter tip

4 Customer enters PIN to complete transaction.

Customer must key in private Personal Identification Number and press **ENTER** on PIN pad. Give customer a copy of the refund slip.

▶ Review Credit Transaction Totals And Details

- Touch **CREDIT** on Eclipse display screen.
- Touch **MORE** twice to scroll, then touch **VIEW REPORT** (or **PRINT REPORT**) and select one of the following options:



- **Net Total** – Totals for credit sales and refunds.
- **Card Total** – Totals listed by credit card type.
- **Card Detail** – Details for all invoices in current batch. To **VIEW**, key in transaction number or press **ENTER** to view details of last transaction. Use arrows to scroll through all transactions.
- **Tabs** – Not available in retail application.
- **Server Total** – Specific employee's invoice totals. To **VIEW**, key in employee ID number or press **ENTER** to view list of employees. Use arrows to scroll.
- **Server Detail** – Specific employee's transaction details, by invoice. To **VIEW**, key in employee ID number or press **ENTER** to view list of employees. Use arrows to scroll.

NOTE: Credit and debit transactions may appear when viewing or printing.

Tabs

▶ Opening a Tab

- Touch **CREDIT** then **MORE**.
- Touch **TABS**.
- Select **OPEN**.
- Swipe card through vertical slot shown on the terminal.
- Enter tab amount, then press **ENTER**.
- Touch **YES** to print customer receipt.

▶ Closing a Tab

- Touch **CREDIT** then **MORE**.
- Touch **TABS**.
- Select **CLOSE**.
- Enter Invoice number.
- Terminal will show credit card number, touch **YES** or **NO** depending whether or not it is correct
- Enter pre-tip amount, then press **ENTER**.
- Enter tip amount, then press **ENTER**.
- Is the amount shown correct? Touch **YES** or **NO**.
- Enter Clerk ID number.
- Terminal will state whether the transaction is over or under authorized. Press **ACCEPT** or **EXIT**.

NOTE: If the amount entered when closing a tab is not within 20 percent of the original amount authorized when opening the tab, you will receive one of the following messages:

If closing amount is 20% **MORE** than the amount originally authorized:
UNDER AUTHORIZED

If closing amount is 20% **LESS** than the amount originally authorized:
OVER AUTHORIZED

If this occurs, re-authorization for the proper amount is recommended, but not required.

To re-authorize the transaction with the correct amount, touch **EXIT** and follow the **CREDIT SALE** procedures using the proper amount.

To continue with the transaction without re-authorization, touch **ACCEPT** the transaction and close the tab.