

### SALE - KEY 1 (Swiped Card)

Use this function to authorize and capture transactions for settlement. Swiping the card will help you qualify for the lowest rates.

DAY MM/DD HH-MMP ..... Swipe card

DB TRANSACTION? ..... Press  for credit card (only if debit is enabled)

ENTER AMOUNT ..... Key amount and press

ENTER CLERK # ..... Key clerk number (if prompted) and press

ENTER INVOICE # ..... Key invoice number (if prompted) and press

AP XXXXXX / XXXXXX ..... If CALL CENTER is displayed, call for voice authorization and press . If you receive voice authorization, follow the prompts to complete the transaction. Press  to return to the idle prompt

### SALE - KEY 1 (Manually Keyed)

Use this function to authorize and capture transactions for settlement if the card is not present (i.e. orders by phone, fax, or mail) or the magnetic stripe is unreadable. NOTE: If the card is manually keyed, always imprint the card if it is present.

DAY MM/DD HH-MMP ..... Press

ENTER CARD # ..... Key card number and press

DB TRANSACTION? ..... Press  for credit card (only if debit is enabled)

CARD PRESENT? ..... Press  for card not present or  for card present (if prompted)

ENTER EXP DATE ..... Key expiration date and press

IMPRINT CARD ..... Press  (if prompted). If available, always imprint the card as proof that it was present

ENTER AMOUNT ..... Key amount and press

ENTER CLERK # ..... Key clerk number (if prompted) and press

ENTER INVOICE # ..... Key invoice number (if prompted) and press

ENTER ADDRESS # ..... Key the customer's street address (if prompted) and press . Enter the first 5 digits before the first letter of the address. If the address begins with a letter, leave the address blank

ENTER AVS ZIP ..... Key customer's zip code (if prompted) and press

AP XXXXXX AV=YY ..... Press

**AVS Response Codes:** Y = Match  
N = No Match  
X = Service Unavailable

### CREDIT - KEY 2

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

DAY MM/DD HH-MMP ..... Press

CREDITS? ..... Press

ENTER CARD # ..... Swipe card or key card number and expiration date (debit cards cannot be entered manually)

DB TRANSACTION? ..... Press  for credit card or  for debit card (only if debit is enabled)

ENTER AMOUNT ..... Key amount and press

ENTER CLERK # ..... Key clerk number (if prompted) and press

ENTER INVOICE # ..... Key invoice number (if prompted) and press

CAPTURED / XXXXXX ..... Press

### DEBIT CARD SALE (with Cash Back) - KEY 1

Use this function to authorize and capture debit transactions for settlement.

DAY MM/DD HH-MMP ..... Swipe card (debit cards must be swiped)

DB TRANSACTION? ..... Press

ENTER SALE AMT ..... Key sale amount and press

ENTER CASH AMT ..... Key cash back amount and press  (only if the Cash Back host option = Yes) **Note: Cash Back is restricted by some debit networks**

TOTAL = \$XX.XX? ..... Verify total amount and press  if correct. (If the Double Amount Entry host parameter = Yes, "ENTER TOTAL" will be displayed)

WAITING FOR PIN ..... Instruct customer to key PIN via PIN Pad and press

or  **Do not ask customer for PIN**

ENTER CLERK # ..... Key clerk number (if prompted) and press

ENTER INVOICE # ..... Key invoice number (if prompted) and press

AP XXXXXX / XXXXXX ..... Press

### COMMERCIAL CARD SALE - KEY 1

If a Commercial Card is swiped, the terminal will automatically prompt for additional information, such as the tax amount and a customer code (purchase number). These additional prompts may vary according to the card type. Refer to Industry Information.

DAY MM/DD HH-MMP ..... Swipe card or key card number and expiration date and press  (Debit cards cannot be entered manually)

DB TRANSACTION? ..... Press  for credit card (only if debit is enabled)

ENTER SALE AMT ..... Key sale total (pre-tax + tax amount) and press

or

ENTER BASE AMT ..... Key base amount (pre-tax amount) and press

ENTER TAX AMOUNT ..... Key tax amount and press

TAX EXEMPT? ..... Press  if the transaction is tax exempt. If  is pressed, tax will be requested again (only displayed if tax = \$0.00)

ENTER CLERK # ..... Key clerk number (if prompted) and press

ENTER INVOICE # ..... Key invoice number (if prompted) and press

ENTER PURCHASE # ..... Key purchase number or customer code (if prompted) and press

AP XXXXXX / XXXXXX ..... If a CALL CENTER is displayed, call for voice authorization and press

### VIEW TRANSACTION REPORTS

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

DAY MM/DD HH-MMP ..... Press

SCROLL? ..... Press

1=DETAIL, 2=TOTAL ..... Press  to view transaction detail or press  to view transaction totals

### PRINT TRANSACTION REPORTS

Transaction detail and totals reports can be generated for transactions in the current batch (transactions that have not yet been settled).

DAY MM/DD HH-MMP ..... Press

PRINT DETAIL? ..... Press

1=DETAIL, 2=TOTAL ..... Press  to print transaction detail or  to print totals

### RECALL TRANSACTION

Use this function to view or edit a transaction

DAY MM/DD HH-MMP ..... Press

RECALL TRANS? ..... Press

ENTER INVOICE # ..... Key invoice number and press

XXXX \$XX.XX ..... Press  to view additional transaction information.

Press  to edit or delete the transaction

### DELETING A TRANSACTION

Recall the transaction by invoice number (see Recall Transaction). When the invoice number and amount are displayed, press  - CHANGE AMOUNT? is displayed. Press  - DELETE TRANS? is displayed. Press  - TRANS DELETED is displayed. **Debit transactions cannot be deleted.**

### CHANGING A TRANSACTION

Recall the transaction by invoice number (see Recall Transaction). When the invoice number and amount is displayed, press  - CHANGE AMOUNT? is displayed. Press  - ENTER AMOUNT is displayed. Key in the new amount and press  **Debit transactions cannot be edited.**

### SETTLEMENT - KEY 3

Use this function at the end of each day to settle the batch for payment and clear your terminal of transaction information. These procedures are only necessary if Auto Close (refer to Host Options) is disabled.

DAY MM/DD HH-MMP ..... Press

SETTLE BATCH? ..... Press

MCVS? ..... Press

ENTER # INVOICES ..... Enter total number of sales and credits and press

ENTER \$ TOTAL ..... Enter dollar amount of sales less credits and press

HDR#=XXXXXXXX ..... Record header number and press

TRANSMIT BATCH? ..... Press

REPRINT TOTALS? ..... Press  to reprint report or  to proceed

ACCEPTED XXXXXX ..... The transactions have been settled for payment. Press

### HOW TO USE THIS GUIDE

This Quick Reference Guide is designed to assist you in the operation of your credit card terminal. Each box describes a different function or feature of the application. In most cases, the terminal display is located on the left side of the box in CAPITAL letters. The action required by the user is followed to the right. Since the application is very flexible, the prompts shown in this guide may vary slightly, or may not be displayed.

### MANAGEMENT - ENTER + 6

This function allows you to locally view and/or change certain terminal options.

DAY MM/DD HH-MMP... Press    
 MANAGEMENT? ..... Press   
 1 = VIEW, 2 = EDIT..... Press  to view or  to edit options. Press  until the appropriate field is displayed. If editing options, key new value and press

### CHECK APPROVAL ID CODES:

If processing checks through the FDMS™ host, use the following ID codes. Not all check approval companies support every code listed below.

**States:**  
 AL: 25 GA: 42 MD: 79 NJ: 53 SC: 72 WY: 99  
 AK: 55 HI: 44 MA: 87 NY: 69 SD: 73 **Territories/Provinces:**  
 AZ: 20 ID: 43 MI: 40 NM: 39 TN: 86 AB: 21 NS: 41  
 AR: 27 IL: 45 MN: 64 NC: 75 TX: 89 AS: 18 ON: 51  
 CA: 23 IN: 46 MS: 77 ND: 36 UT: 88 BC: 11 PE: 81  
 CO: 26 IA: 49 MO: 66 OH: 60 VT: 83 GU: 16 PR: 70  
 CT: 28 KS: 57 MT: 68 OK: 65 VA: 82 MB: 61 QU: 71  
 DE: 33 KY: 59 NE: 63 OR: 67 WA: 92 NB: 13 SK: 12  
 DC: 93 LA: 52 NV: 38 PA: 78 WV: 98 NF: 31 VI: 17  
 FL: 35 ME: 56 NH: 47 RI: 74 WI: 94 NT: 01 YT: 91  
 Company Checks: 85 MICR Number: 00 Military ID: 10

### HOST OPTIONS:

These options are maintained by our mainframe computer and can be changed by calling Customer Support. Since these options are on our host, if the terminal is reprogrammed for any reason, the options will automatically be restored.

**Auto Close** – Determines if the terminal will automatically dial the host (no user intervention required) to settle the transactions for payment. Sometimes referred to as 'Auto Settle' or 'Terminal Initiated Close (TIC)'

**Auto Close Time** – The hour in which the terminal settles its transactions for payment. Must be specified in local military time

**Debit Cash Back** – If Debit is enabled, you have the option to configure the terminal to request a sale amount and a cash back amount (the amount of cash given to the customer over the actual sale amount). This option is restricted by some debit networks

**Optional Headers and Footers** – There are 4 lines of text available for you to customize your receipts.

**Key Invoice #** – Determines if the user will key the invoice number or if the terminal will generate the number

**Server Entry** – Determines if the terminal will request a Server # during the transaction

**Server Title** – The text that describes the Server. Examples: Server, Clerk, Teller

### RESPONSES AND ERROR MESSAGES

**Batch Retained** – The settlement information did not transmit. Repeat Settlement, Key 3

**Dup. Card # Retry** – Card number has previously been entered in the current batch. Press  to continue or  to exit

**Not Allwd for DB** – An operation has been attempted which cannot be performed with debit cards.

**Not Sent - Code XX** – The settlement information did not transmit. Repeat Settlement, Key 3

**Please Wait** – The terminal is performing internal processing. No action is required.

**Unreadable Card** – Swipe the card again. If this message is repeatedly displayed, enter the card information manually.

### INDUSTRY INFORMATION

**Address Verification (AVS)** – A service designed to help reduce the possibility of fraud on Manually Keyed transactions (ie. orders by mail, telephone or fax). 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 requesting additional ID from the customer or secure alternate means of payment. This information is required by MasterCard® and VISA® to help your business qualify for the best rates.

**Authorization Only** – Transaction which obtains an approval code, but is not captured and cannot be settled for payment.

**Commercial Card** – A credit card identified by MasterCard® or VISA® as a Business, Corporate, or Purchase Card. If the terminal is setup to process Commercial Cards, a tax amount will be requested for Business and Corporate cards, and a tax amount and purchase number (customer code) will be requested for Purchase Cards. This information is required by MasterCard® and VISA® to help your business qualify for the best rates.

**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. To enter an offline sale, press 4 and follow the prompts outlined in Sale – Key 1. Note: If Commercial Card processing is enabled, Commercial Card prompts will be displayed on all MasterCard® and VISA® transactions.

### PROGRAMMING INFORMATION

Merchant Number \_\_\_\_\_  
 FDMS™ Merchant ID (MID) \_\_\_\_\_  
 FDMS™ Terminal ID (TID) \_\_\_\_\_  
 Download Telephone Number \_\_\_\_\_  
 Touch Tone or Rotary Dial \_\_\_\_\_

# Cardservice International

## TRANZ® 330, 380 & 460

### QUICK REFERENCE GUIDE/NASHVILLE



## Retail

TRANZ 380/460 Application ID 065 – TRANZ 330 Application ID 101, & 108

### TRANZ RETAIL FUNCTIONS

Function	Number	Function	Number
Sale	<input type="text" value="1"/>	Invoice Number Recall	<input type="text" value="Enter"/> + <input type="text" value="1"/>
Credit	<input type="text" value="2"/>	Scroll	<input type="text" value="Enter"/> + <input type="text" value="2"/>
Settlement	<input type="text" value="3"/>	Clerk Reports	<input type="text" value="Enter"/> + <input type="text" value="3"/>
Offline Sale	<input type="text" value="4"/>	Reprint	<input type="text" value="Enter"/> + <input type="text" value="4"/>
Authorization Only	<input type="text" value="5"/>	Transaction Reports	<input type="text" value="Enter"/> + <input type="text" value="5"/>
Check Approval	<input type="text" value="6"/>	Management	<input type="text" value="Enter"/> + <input type="text" value="6"/>
Telephone Update	<input type="text" value="9"/>		

### VOICE AUTHORIZATION NUMBERS

MCVCS 1-800-228-1122 \_\_\_\_\_  
 AX 1-800-528-2121 \_\_\_\_\_  
 DISCOVER/NOVUS 1-800-347-1111 \_\_\_\_\_  
 DC/ICB 1-800-525-9040 \_\_\_\_\_  
 OTHER \_\_\_\_\_  
 CUSTOMER SUPPORT 1-800-456-5989 \_\_\_\_\_

