

# OMNI 3200 QUICK REFERENCE GUIDE

VSYR022 (SOFTPAY)  
RETAIL/DIRECT MARKETING  
ETC TYPE 7 APPLICATION



## Credit Sale

### 1 Press F2 key on the Terminal.

If debit is activated, choose **CREDIT** when prompted to select sale type.

**For manual entry:**

- Key in card number and press **ENTER**.
- Key in card expiration date and press **ENTER**.  
(Example: for December 2001, enter 1201)

### 2 Swipe card through vertical slot as shown on terminal\*

**NOTE: Prompting messages vary based on card type and setup. Terminal may display the following prompts:**

- Recurring Pmnt? (Press **F2** for yes, **F1** for no.)
- Phone Order? (Press **F2** for yes, **F1** for no.)
- Card Present? (Press **F2** for yes, **F1** for no.)
- Invoice Number? Key the appropriate information, press **ENTER**.
- Customer Number? Key the appropriate information, press **ENTER**.
- Purchase ID? Key the appropriate information, press **ENTER**.
- Clerk ID? Key the appropriate information, press **ENTER**.

### 3 Key in dollar amount of transaction, then press ENTER.

- Tax Amount? Key the appropriate information, press **ENTER**.
- Tip? Key the appropriate information, press **ENTER**.
- Print Customer Copy? Press **F2** for yes, **F1** for no.

### 4 Transaction complete.

Terminal displays transaction response (see "Response Codes" below). Receipt prints if transaction is approved.

- **Have customer sign receipt and place in cash register drawer.**

## Credit Return/Refund

### 1 Press F3 key on the terminal.

If debit is activated, choose **CREDIT** when prompted to select refund type.

- Key in card number and press **ENTER**.
- Key in card expiration date and press **ENTER**.  
(Example: for December 2001, enter 1201)

### 2 Swipe card through vertical slot as shown on terminal\*.

**NOTE: Prompting messages vary based on card type and setup. Terminal may display the following prompts:**

- Invoice Number? Key the appropriate information, press **ENTER**.
- Customer Number? Key the appropriate information, press **ENTER**.
- Purchase ID? Key the appropriate information, press **ENTER**.
- Clerk ID? Key the appropriate information, press **ENTER**.

### 3 Key in dollar amount of transaction, then press ENTER.

- Tax Amount? Key the appropriate information, press **ENTER**.
- Tip Amount? Key the appropriate information, press **ENTER**.
- Print Customer Copy? Press **F2** for yes, **F1** for no.

### 4 Transaction complete - Return/Refund captured.

After Return/Refund is captured, terminal prints copy of Return/Refund voucher.

- **Have customer sign receipt and place in cash register drawer.**

## Credit Ticket Only

When given an approval code by an operator, you must complete a **Credit Ticket Only** transaction to enter item into terminal and print receipt for customer to sign.

### 1 Press ↓ key on the terminal then press F1 to select Ticket Only.

**For manual entry:**

- Key in card number and press **ENTER**.
- Key in card expiration date and press **ENTER**.  
(Example: for December 2001, enter 1201)

### 2 Key in dollar amount of transaction, then press ENTER.

**NOTE: Prompting messages vary based on card type and setup. Terminal may display the following prompts:**

- Invoice Number? Key the appropriate information, press **ENTER**.
- Customer Number? Key the appropriate information, press **ENTER**.
- Order Number? Key the appropriate information, press **ENTER**.
- Purchase ID? Key the appropriate information, press **ENTER**.
- Clerk ID? Key the appropriate information, press **ENTER**.

### 3 Key in dollar amount of transaction, then press ENTER.

- Tax Amount? Key the appropriate information, press **ENTER**.
- Tip Amount? Key the appropriate information, press **ENTER**.
- Auth Code? Key the appropriate information, press **ENTER**.
- Print Customer Copy? Press **F2** for yes, **F1** for no.

## Debit Sale

### 1 Press F2 key on the terminal.

### 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.)

- Choose **DEBIT** when prompted to select sale type.
- Recurring Pmnt? (Press **F2** for yes, **F1** for no.)
- Clerk ID? Key the appropriate information, press **ENTER**.

### 3 Key in Debit Sale amount and press ENTER.

**NOTE: Prompting messages vary based on card type and setup. Terminal may display the following prompts:**

- Tip? Key the appropriate information, press **ENTER**.
- Cash Back? Key the appropriate information, press **ENTER**.

### 4 Customer enters PIN to complete transaction.

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

- Print Customer Copy? Press **F2** for yes, **F1** for no.

### 5 Transaction complete.

Terminal displays transaction response (see "Response Codes" below). Receipt prints if transaction is approved.

- **Have customer sign receipt and place in cash register drawer.**

## Debit Return/Refund

### 1 Press F3 key on the terminal.

### 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.)

- Choose **DEBIT** when prompted to select Sale type.

### 3 Key in debit refund amount and press ENTER.

**NOTE: Prompting messages vary based on card type and setup. Terminal may display the following prompts:**

- Clerk ID? Key the appropriate information, press **ENTER**.
- Tip? Key the appropriate information, press **ENTER**.

### 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.

- Print Customer Copy? Press **F2** for yes, **F1** for no.

## Terminal Responses

### ▶ Definitions:

- **Call Center**
  - Operator should call the credit authorization center.
- **Declined**
  - The authorization for the transaction has been declined.
- **Invalid Card #**
  - The credit card presented is not acceptable for payment.
- **Invalid Tran Type**
  - Incorrect transaction attempted.
- **Invalid Merch #**
  - Invalid merchant # for the transaction attempted.
- **Invalid Amount**
  - Authorization request must be for at least \$1.00.
- **Inv Batch Seq**
  - Improper procedures have created an invalid terminal condition.
- **Force \$XXXXX.XX**
  - The batch was closed with an error condition.
- **Invalid \$XXXXX.XX**
  - An invalid cardholder # was detected in the batch during the close process.
- **Close \$XXXXX.XX**
  - The response for a normal close transaction.

Card Name	Merchant Number	Phone Number
Amex:		
Diners:		
Discover:		
VISA/MC:		
Customer Support:		

## Address Verification (AVS)

These procedures generally are used for manual entries, mail orders, telephone orders and other transactions in which a credit card is not present. If your terminal prompts for address verification, please follow these steps:

### 1 Press F2 key on the terminal.

- If debit is activated, choose **CREDIT** when prompted to select sale type.
- Key in card number and press **ENTER**.
  - Key in card expiration date and press **ENTER**.
  - Key in sale dollar amount and press **ENTER**.
- NOTE: Prompting messages vary based on card type and setup. Terminal may display the following prompts:**
- Recurring? (Press **F2** for yes, **F1** for no.)
  - Phone Order? (Press **F2** for yes, **F1** for no.)
    - Order Number? Key the appropriate information, press **ENTER**.
    - AVS Address? (See Customer Address information.)
    - AVS ZIPCode? Key the customers Zip Code, press **ENTER**.
  - Card Present? (Press **F2** for yes, **F1** for no.)
    - AVS ZIPCode? Key the customers Zip Code, press **ENTER**.
  - Invoice Number? Key the appropriate information, press **ENTER**.
  - Customer Code? Key the appropriate information, press **ENTER**.
  - Purchase ID? Key the appropriate information, press **ENTER**.
  - Tax Amount? Key the appropriate information, press **ENTER**.

### 2 Terminal displays transaction response.

If address information was entered, a one-character verification code is returned along with the approval code. "X" or "Y" indicates an address match; "N" indicates no match; and "S", "U", or "R" indicates service unavailable or not supported.

### 3 Enter customer address information.

Enter only the numeric digits of the home address; do not attempt to enter any alpha characters for street names.

Example: If address is ...	You enter ...
One Main Street	1
123 First Ave.	1 2 3 1
23 Main St., No. 56	2 3 5 6
4567 Main St, Apt. 89	4 5 6 7 8
3456 Main St., Apt. C-12	3 4 5 6 1

## Additional Terminal Functions

### ▶ View Batch Totals.

Press ↓ key until desired option appears.

**Terminal Displays Retrieve By:**

Sales:	\$0.00
Returns:	\$0.00
Totals:	\$0.00

### ▶ Void a Transaction.

- Press **F4** key on the terminal.
- Void Last Transactions. Press **F1** for no, **F2** for yes.
    - A. If no,
      - Terminal Displays Retrieve By:**
      - Inv # F1
      - Acct # F2
      - Select appropriate option.
      - Terminal Displays Retrieve By:**
      - Card # No F1
      - Amount # Yes F2
      - Next F3
      - Select appropriate option.
    - If no, transaction will be cancelled, press CLEAR.
    - If yes, refer to step B.
  - If next, terminal displays next item to be voided. (Refer to steps A or B)
    - B. If yes, transaction will be voided.
- Print Customer Copy? Press **F2** for yes, **F1** for no.

### ▶ Batch Review.

- Press ↓ key until desired option appears.
- Enter **PASSWORD**.
- Terminal Displays Retrieve By:**
- Press **F1** for Clerk, **F2** for Amt, **F3** for Acct or **F4** for Inv#.
- If Clerk, key in the clerk ID and press **ENTER**.
  - If Amt, key in the total transaction amount and press **ENTER**.
  - If Acct, key in the last 5 digits and press **ENTER**.
  - If Inv#, key in the invoice # and press **ENTER**.
- For each option selected terminal displays:**
- |           |      |    |
|-----------|------|----|
| Tran Type | Adj  | F1 |
| Card#     | Prnt | F2 |
| Amt       | Void | F3 |
|           | Next | F4 |
- If Adj, adjust by:
    - F1** for Amt, **F2** for tip, **F3** for clerk, or **F4** for Appv. (select an option and key in the appropriate data, press **ENTER**)
- NOTE: If amt or tip selected adjust trans.**
- If Prnt, terminal will print a duplicate receipt.
  - If Void, terminal will void selected transaction.
  - If Next, terminal will display next transaction.

### ▶ Settlement.

- Press ↓ key until desired option appears.
- Terminal Displays:**
- |          |        |
|----------|--------|
| Sales:   | \$0.00 |
| Refunds: | \$0.00 |
| Total:   | \$0.00 |
- Press **ENTER** to confirm.

### ▶ Reprint Receipt.

- Press **F1** for last receipt, **F2** for any receipt.
- If any receipt, key in invoice# and press **ENTER**.