

TALENTO QUICK REFERENCE GUIDE



RETAIL/DIRECT MARKETING
ETC TYPE 7 APPLICATION

Credit Sale

1 Press Sale ▲ key on the Terminal.

For manual entry:

- Key in card number and press **ENTER**.
- Key in the expiration dates and press **ENTER**.
(Example: for December 2001, enter 1201)
- Enter CVV2 Info. Key the appropriate information, press **ENTER**.
• If no data entered select appropriate option.

Unable to Read Not Avail Not on Card
▲ ▲ ▲

2 Swipe card through horizontal slot as shown on terminal*

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

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

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

- Enter Tax Amount. Key in the appropriate information, press **ENTER**.

Terminal Displays:
Tip Options

% 0 \$
▲ ▲ ▲

- Make appropriate selection or press **ENTER**.

Terminal Displays:

Amount OK? \$0.00
Cancel/No Enter/Yes

- If Yes, proceed with transaction.
- If No, begin another transaction.

- Enter Customer Code. Key the appropriate information, press **ENTER**.
- Enter Invoice Number. Key the appropriate information, press **ENTER**.
- Recurring Payment? Press left ▲ for Yes, right ▲ for No.
- Mail/Phone Order? Press left ▲ for Yes, right ▲ for No.
- E-Commerce? Press left ▲ for Yes, right ▲ for No.
- Card Present? Press left ▲ for Yes, right ▲ 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 →key on the terminal then press left ▲ to select Refund.

For manual entry:

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

2 Swipe card through horizontal slot as shown on terminal*.

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

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

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

Terminal Displays:

Amount OK? \$0.00
Cancel/No Enter/Yes

- If Yes, proceed with transaction.
- If No, begin another transaction.

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 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 middle ▲ to select Ticket Only.

For manual entry:

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

2 Swipe card through horizontal slot as shown on terminal*

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

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

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

- Enter Tax Amount. Key in the appropriate information, press **ENTER**.

Terminal Displays:

Tip Options

% 0 \$
▲ ▲ ▲

- Make appropriate selection or press **ENTER**.

Terminal Displays:

Amount OK? \$0.00
Cancel/No Enter/Yes

- If Yes, proceed with transaction.
- If No, begin another transaction.

- Enter Auth Code. Key the appropriate information, press **ENTER**.
- Enter Transaction ID. Key the appropriate information, press **ENTER**.

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.

Debit Sale

1 Press middle ▲ key on the terminal then select Debit Sale.

2 Swipe card through horizontal slot as shown on terminal.

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

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

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

Terminal Displays:

Tip Options

% 0 \$
▲ ▲ ▲

Terminal Displays:

Amount OK? \$0.00
Cancel/No Enter/Yes

- If Yes, proceed with transaction.
- If No, begin another transaction.

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

4 Customer enters PIN to complete transaction.

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

Debit Return/Refund

1 Press → key on the terminal then press middle ▲ to select Debit Refund.

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.)

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

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

4 Customer enters PIN to complete transaction.

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

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:		

ETC-040

Address Verification (AVS)

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

1 Select the Sale key on the terminal.

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

- Key in the card number and press **ENTER**.
- Key in the expiration date and press **ENTER**.
- Enter CVV2 Info. Key the appropriate information, press **ENTER**.
- Clerk ID? Key the appropriate information, 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:

- Enter Tax Amount. Key the appropriate information, press **ENTER**.
- Enter Customer Code. Key the appropriate information, press **ENTER**.
- Enter Invoice Number. Key the appropriate information, press **ENTER**.
- Recurring Payment? Press left **▲** for Yes, right **▲** for No.
- Mail/Phone Order? Press left **▲** for Yes, right **▲** for No.
 - Enter Order #. Key the appropriate information, press **ENTER**.
 - Enter Street Address (see customer address information).
 - Enter Zip Code (see customer address information).
- E-Commerce? Press left **▲** for Yes, right **▲** for No.
- Card Present? Press left **▲** for Yes, right **▲** for No.
 - Enter Zip Code (see customer address information).

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

▶ Void a Transaction.

Press **→** key on the terminal then press **▲** right to select Void.

Terminal Displays:

Void By:

Void By Item #	Acct #	All
▲	▲	▲

- If Void By Item #, enter item #.
- If All

Terminal Displays:

# 000	\$0.00	View	Void	Next
▲	▲	▲	▲	▲

- If Acct #, swipe or key card number.
- Select view to view a transaction.
- Select void to void a transaction.
- Select next to go to next transaction.
- Terminal display varies based on selection.

▶ Batch Review.

Press **[FN]** on the terminal.

Terminal Displays:

Enter Manager Password.

- Key in appropriate information.

Select left ▲ to select Batch Menu.

Press **→** key for additional options.

Select right ▲ to select Batch Review.

Terminal Displays:

Batch Review	Item#	Last	Find
▲	▲	▲	▲

Based on selection

Terminal Displays:

# 000	\$0.00	View	Print	Next
▲	▲	▲	▲	▲

▶ Batch Menu.

Press **[FN]** on the terminal.

Terminal Displays:

Enter Manager Password.

- Key in appropriate information.

Select left ▲ to select Batch Menu.

Terminal Displays:

Batch Close	Clerk Report	Term Report
▲	▲	▲

Press **→** key for additional options.

History Report	Erase	Batch Review
▲	▲	▲

Press **→** key for additional options.

Deposit Inquiry

▶ Close Batch.

Press Close Key on terminal or **[FN]** on the terminal.

Terminal Displays:

Enter Manager Password.

- Key in appropriate information.

• Enter **AMOUNT**.

Note: All reports must be printed prior to settlement.

▶ Reprint Receipt.

Press Reprint key on terminal to reprint by item number or view a transaction.