

# TRANZ 380 QUICK REFERENCE GUIDE



## Check In

### 1 Press ONE key on the terminal.

**NOTE:** Check In is not eligible for debit transactions, choose **DEBITSALE**.

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

\* 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.

#### For manual entry:

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

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

- Prefer Cust? Y/N (Press **9** for yes, **6** for no.)
- Operator ID: Key the appropriate information, press **ENTER**.

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

\* Amount of Sale? or Room Rate? Note: Room Rate prompt appears instead of Amount of Sale, if enabled. (Note: If Room Rate is enabled, the terminal calculates Check-In amount as Room Rate + Incidentals x Duration.)

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

Folio Number	Enter the 8-character folio number, then press <b>ENTER</b> .
Duration of Stay	Enter the duration of stay, then press <b>ENTER</b> . (NOTE: If Room Rate is enabled the terminal calculates Check-In amount as Room Rate + Incidentals x Duration.)
Arrival 99/99/99	Enter date, or press <b>ENTER</b> for the current date.
Special Program?	Enter the special program code, or press <b>ENTER</b> for a default code "1".
Enter Invoice #	Enter the invoice number, then press <b>ENTER</b> .

### 4 Transaction complete - Check In Captured.

- Receipt prints if transaction is approved. Wait till finished.
- Have customer sign receipt and place in cash register drawer.
- Terminal displays transaction response. Press **CLEAR**.

## Check Out

Follow this procedure to complete, delete, review or print a record of a Check-In transaction.

### 1 Press the [8] key on the terminal.

### 2 Enter Folio #.

- Enter the folio number, or press **ENTER** to go to the first record in the batch.

### 3 The terminal displays the selected record.

Folio fffffff	Amount \$99999.99	Auth Date mm/dd	Arrive mm/dd/yy	Depart mm/dd/yy	Spec 9 Dur 99	Press [#] or [*] to scroll the record screens. [4] to void the record. [BACKSPACE] to edit Folio amount or dates. [ALPHA] to print the record. [CLEAR] to return to the idle prompt, or ENTER to view the next record.
Folio=1	Amount=2	NOTE: This prompt only displays if [BACKSPACE] was pressed to edit Folio. Press "1" to edit the folio number or "2" to edit the amount.				
Enter New Data	This prompt appears if you selected "1" or pressed [BACKSPACE] at the Arrive, Depart or Special Program Code field in the record. Key in appropriate new data, then press <b>ENTER</b> .					
Enter New Amount	Enter the new amount, then press <b>ENTER</b> .					
Auth \$ Exceeded	The new amount is greater than the pre-authorized amount by 15%. Continue.					
Add Auth?	Y/N Press [6] for "N" to accept the new, greater amount. Press [9] for "Y" to perform an Add Auth transaction.					

### 4 Transaction complete - Check Out captured.

- Receipt prints if transaction is approved. Wait till finished.
- Have customer sign receipt and place in cash register drawer.
- Terminal displays transaction response. Press **CLEAR**.

## Additional Auth

This transaction re-authorizes a transaction that has been previously authorized via Check-In, for an additional amount. The approved transaction is then re-stored in the Check-In batch for later retrieval and completion using the Check Out transaction. The re-stored transaction will contain the new amount (original amount plus additional amount), an updated auth date, and the new host response.

### 1 Press the [7] key on the terminal.

### 2 Enter Folio #.

Enter the folio #	Enter the folio number or press <b>ENTER</b> for the first record in the batch.
Folio fffffff	Amount \$99999.99
9999999999999999	9999 99999999
Auth Date mm/dd	Arrive mm/dd/yy
Depart mm/dd/yy	Spec 9 Dur 99
AAAAA	AAAAA
3 Add Amount	If you pressed [BACKSPACE] to edit the Amount field, this prompt appears. Enter the additional amount, without the decimal, then press <b>ENTER</b> .
4 Add Duration	Enter any additional duration of stay, then press <b>ENTER</b> .

### 4 Transaction complete - Additional Auth captured.

- Receipt prints if transaction is approved. Wait till finished.
- Have customer sign receipt and place in cash register drawer.
- Terminal displays transaction response. Press **CLEAR**.

## Credit Sale

### 1 Press THREE key on the terminal.

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

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

\* 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.

#### For manual entry:

- Key in card number and press **ENTER**.
  - Key in card expiration date press **ENTER**.  
(Example: for December 2001, enter 1201.)
- NOTE:** Prompting messages vary based on card type and setup. Terminal may display the following prompts:
- Prefer Cust? Y/N (Press **9** for yes, **6** for no.)
  - No Show? Y/N (Press **9** for yes, **6** for no.)
  - Operator ID: Key the appropriate information, press **ENTER**.

### 3 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:**

- Folio Number. Enter the 8-character folio number, then press **ENTER**.
- Extra Charges. Enter the correct code for any extra charges, then press **ENTER**.
- Duration of Stay. Enter the duration of stay, then press **ENTER**.
- Arrival 99/99/99. Enter the arrival date, or press **ENTER** for the current date.
- Depart 99/99/99. Enter the departure date, or press **ENTER** for the current date.

### 4 Transaction complete - Sale Captured.

- Receipt prints if transaction is approved. Wait till finished.
- Have customer sign receipt and place in cash register drawer.
- Terminal displays transaction response. Press **CLEAR**.

## Credit Return

### 1 Press TWO key on the terminal.

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

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

\* 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.

**For manual entry:**

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

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

- Prefer Cust? Y/N (Press **9** for yes, **6** for no.)
- No Show? Y/N (Press **9** for yes, **6** for no.)
- Operator ID: Key the appropriate information, press **ENTER**.

### 3 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:**

- Folio Number. Enter the 8-character folio number, then press **ENTER**.
- Arrive 99/99/99. Enter the arrival date, or press **ENTER** for the current date.
- Depart 99/99/99. Enter the departure date, or press **ENTER** for the current date.
- Special Program? Enter the special program code, or press **ENTER** for a default code "1".
- Enter Invoice #. Enter the invoice number up to 8 characters, then press **ENTER**.

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### 4 Transaction complete - Return Captured.

- Receipt prints if transaction is approved. Wait till finished.
- Have customer sign receipt and place in cash register drawer.
- Terminal displays transaction response. Press **CLEAR**.

## 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 FIVE key on the terminal.

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

\* 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.

**For manual entry:**

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

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

- Operator ID: Key the appropriate information, press **ENTER**.

### 3 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:**

- Enter Auth Code. Enter the authorization code if required, then press **ENTER**.
- Folio Number. Enter the 8-character folio number, then press **ENTER**.
- Arrive 99/99/99. Enter the arrival date, or press **ENTER** for the current date.
- Depart 99/99/99. Enter the departure date, or press **ENTER** for the current date.
- Special Program? Enter the special program code, or press **ENTER** for a default code "1".
- Enter Invoice #. Enter the invoice number up to 8 characters, then press **ENTER**.

### 4 Transaction complete - Ticket Only Captured.

- Receipt prints if transaction is approved. Wait till finished.
- Have customer sign receipt and place in cash register drawer.
- Terminal displays transaction response. Press **CLEAR**.

## Debit Sale

### 1 Press ONE key on the terminal.

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

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

**NOTE: All debit card transactions must be swiped; debit card numbers may not be entered manually. Prompting messages vary based on card type and setup. Terminal may display the following prompts:**

- Server ID? (Enter the Server ID or press **ENTER** for none.)
- Prefer Cust? Y/N (Press **9** for yes, **6** for no.)
- No Show? Y/N (Press **9** for yes, **6** for no.)
- Operator ID: Key the appropriate information, press **ENTER**.

### 3 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:**

- Folio Number. Enter the 8-character folio number, then press **ENTER**.
- Extra Charges. Enter the correct code for any extra charges, then press **ENTER**.
- Duration of Stay. Enter the duration of stay, then press **ENTER**.
- Arrive 99/99/99. Enter the arrival date, or press **ENTER** for the current date.
- Depart 99/99/99. Enter the departure date, or press **ENTER** for the current date.

### 4 Transaction complete - Debit Sale Captured.

- Receipt prints if transaction is approved. Wait till finished.
- Have customer sign receipt and place in cash register drawer.
- Terminal displays transaction response. Press **CLEAR**.

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