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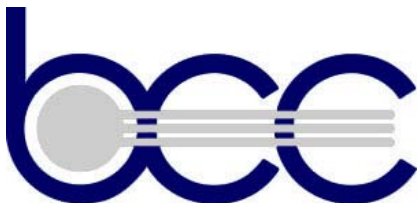
3300 / 3730 / VX510 / 3750

Quick Reference Guide

Retail & Restaurant

VOICE AUTHORIZATION NUMBERS

MC/VS/Discover® Network:.....	1-800-228-1122
AMEX:.....	1-800-528-2121
CUSTOMER SUPPORT:.....	1-800-331-8882
CUSTOMER SUPPORT 24/7:.....	1-800-228-0210



BankCard Central

1321 Burlington, Suite B
North Kansas City, MO 64116

800-331-8882
support@bankcardcentral.com

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INDUSTRY INFORMATION

Address Verification (AVS) – A service designed to help reduce the possibility of fraud on Manually Keyed transactions. The terminal will request the cardholder’s billing address and or zip code. Entry of both address and zip code may provide better protection against fraud. If an “N” or an “U” 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.

Card Code Validation - A service designed to help reduce the possibility of fraud on Card Not Present transactions. The 3 – 4 digit code printed on reverse italics on the signature stripe of the card should be entered when prompted. If the code is not entered, the user will be required to indicate why the prompt was bypassed.

CREDIT CARD PURCHASE

STEP	TERMINAL PROMPT	ACTION
1	MMDDYYYY HH:MM	Press [F2] for sale
2	Swipe or Enter Acct:	Swipe card or key card number and press [ENTER]
3	Choose Card:	Press [F1] for credit
4	EXP DATE (MMYY):	Key expiration date and press [ENTER]
5	RECURRING PYMT	Press [F1] if this is not a recurring payment or Press [F2] if this is a recurring payment
6	CARD PRESENT	Press [F1] if the customer's card is not present or Press [F1] if the customer's card is present
7	PHONE ORDER	Press [F1] if this is a phone order
8	ENTER CVV2/CID INDICATOR	Press [F1] to skip the CVV2/CID code or press [F2] if the CVV2/CID code is present or press [F3] if you can't read the CVV Code or press [F4] if the CVV2/CID code is not present.
9	E-COMMERCE	Press [F1] if this is not an E-Commerce transaction or press [F2] if this is a E-Commerce transaction then select desired options.
10	ORDER NUMBER:	Key order number and press [ENTER]
11	INVOICE NUMBER:	Key invoice number and press [ENTER]
12	CLERK/SERVER ID	Key clerk or server number and press [ENTER]
13	CUSTOMER NUMBER:	Key customer number or purchase number and press [ENTER]
14	AMOUNT: \$	Key amount and press [ENTER]
15	TIP: \$	Key pre-tip amount and press [ENTER]
16	ADDRESS:	Key the first 5 digits before the first letter of the customer's address and press [ENTER]
17	ZIP CODE:	Key customer's zip code and press [ENTER]
18	TAX AMT: \$	Key tax amount and press [ENTER]
19	PRNT CUST COPY:	Press [Yes] for the customer copy to print or Press [No] for the customer copy not to print. The AVS response code and Card Validation Code will be displayed on the printed on the receipt

AUTHORIZATION ONLY

STEP	TERMINAL PROMPT	ACTION
1	MMDDYYYY HH:MM	Press the key under the cart symbol
2	AUTH ONLY	Press [F3] for Auth Only
3	SWIPE CARD ACCT	Swipe card or manually key ard number and press [ENTER]
4	CHOOSE CARD	Press [F1] for Credit
5	EXP DATE (MMYY):	Key expiration date and press [ENTER]
6	ENTER CVV2 INDICATOR	Press [F1] to skip the CVV2 code or press [F2] if the CVV2 code is present or press [F3] if you can't read the CVV Code or press [F4] if the CVV2 code is not present. The card code can be found on the signature line of the customer's credit card.
7	RECURRING PYMT	Press [F1] if this is not a recurring payment or Press [F2] if this is a recurring payment
8	E-COMMERCE	Press [F1] if this is not an E-Commerce transaction or press [F2] if this is a E-Commerce transaction then select desired options.
9	ORDER NUMBER:	Key order number and press [ENTER]
10	INVOICE NUMBER:	Key invoice number and press [ENTER]
11	CLERK/SERVER ID	Key clerk or server number and press [ENTER]
12	PHONE NUMBER	Press [F1] if this is a phone order or press [F2] if this is not an E-Commerce transaction then select desire options
13	AMOUNT: \$	Key amount and press [ENTER]
14	ADDRESS:	Key the first 5 digits before the first letter of the customer's address and press [ENTER]
15	ZIP CODE:	Key customer's zip code and press [ENTER]

DEBIT CARD PURCHASE (with CashBack)

STEP	TERMINAL PROMPT	ACTION
1	MMDDYYYY HH:MM	Press [F2]
2	SWIPE CARD ACCT	Swipe card (Debit card can't be manually keyed)
3	CHOOSE CARD:	Press [F2] for Debit Card
4	INVOICE NUMBER	Key invoice number and press [ENTER]
5	CLERK / SERVER ID	Key clerk or server number and press [ENTER]
6	AMOUNT: \$	Key amount and press [ENTER]
7	CASH: \$	Key cash back amount (if prompted) and press [ENTER]
8	CASH: TOTAL: \$0.00 ENTER PIN	Instruct customer to enter PIN via Pinpad and press [ENTER] Do not ask customer for the PIN.
9	PRNT CUST COPY:	Press [Yes] for the customer copy to print or Press [No] for the customer copy not to print.

TICKET ONLY

STEP	TERMINAL PROMPT	ACTION
1	MMDDYYYY HH:MM	Press the key under the cart symbol
2	TICKET ONLY	Press [F1] for Ticket Only
3	SWIPE CARD ACCT	Swipe card or key card number and press [ENTER]
4	CHOOSE CARD:	Press [F1] for credit
5	EXP DATE (MMYY):	Key expiration date and press [ENTER]
6	INVOICE NUMBER	Key invoice number and press [ENTER]
7	CLERK / SERVER ID	Key clerk or server number and press [ENTER]
8	ORDER NUMBER	Key order number and press [ENTER]
9	AMOUNT: \$	Key amount and press [ENTER]
10	APPR CODE:	Key authorization number that was obtained by the voice authorization center and press [ENTER]
11	PRNT CUST COPY	Press [YES] for the customer copy to print or Press [NO] for the customer copy not to print.

PRE-SETTLEMENT INSTRUCTIONS

1	Place all transaction receipts in sequence number order. Run an adding machine tape of the transactions.
2	Print appropriate report (see report instructions). Compare your totals to the terminal report.
3	If your tape matches the terminal totals, proceed with the Settlement instruction below. If your audit does not match the terminal totals, repeat steps 1 and 2.

TIP ADJUSTMENT

STEP	TERMINAL PROMPT	ACTION
1	MMDDYYYY HH:MM	Press [TIP] the purple key
2	RETRIEVE BY:	Press [F1] to retrieve by clerk / server, press [F2] to retrieve by amount, press [F3] to retrieve by account number, or press [F4] to retrieve by invoice number
3	SERVER ID:	Key in the requested information (i.e. Server ID) and press [ENTER]
4	TIP ADJUST VISA SALE XXXXXXXXXXXX \$XX.XX	The terminal displays the selected transaction. Press [F1] to add a tip to the displayed transaction or press [F2] to display the next transaction
5	TIP AMOUNT: NEW TIP	Key new tip amount and press [Enter]
6	PROCESSING..... ADJUST ACCEPTED	Write tip amount on merchant receipt

REFUND

STEP	TERMINAL PROMPT	ACTION
1	MMDDYYYY HH:MM	Press the key under the cart symbol
2	SWIPE CARD ACCT	Swipe card or manually key card number and press [ENTER] (Debit card can't be manually keyed)
3	CHOOSE CARD	Press [F1] for credit or press [F2] for Debit
4	INVOICE NUMBER:	Key invoice number and press [ENTER]
5	CLERK / SERVER ID:	Key clerk or server number and press [ENTER]
6	AMOUNT: \$	Key refund amount and press [ENTER]
7	PRNT CUST COPY?	Press [F1] to print customer receipt.

VOID

STEP	TERMINAL PROMPT	ACTION
1	MMDDYYYY HH:MM	Press [F4] for Void
2	VOID LAST TRANS?	Press [F1] to void the last transaction or press [F2] to void a transaction within the current batch or
3	VOID RETRIEVE BY:	Press [F1] to recall the transaction by the invoice number or [F2] to recall the transaction by the customer's account number
4	VOID INVOICE NUMBER: LAST 4 DIGITS:	Key requested information (i.e. Invoice Number) and press [Enter]
5	VOID VISA SALE XXXXXXXXXX \$XX.XX	Press [F2] to void the displayed transaction or press [F3] for the next transaction

REPRINT

STEP	TERMINAL PROMPT	ACTION
1	MMDDYYYY HH:MM	Press [REPRINT] (the purple key)
2	LAST RECEIPT ANY RECEIPT	Press [F2] to reprint the last receipt or press [F3] to reprint any receipt
3	REPRINT ANY RCPT INVOICE NUMBER: PRINTING.....	Key invoice number and press [ENTER]

REPORTS

STEP	TERMINAL PROMPT	ACTION
1	MMDDYYYY HH:MM	Press [REPORTS] the purple key
2	TOTALS REPORT DETAIL REPORTS SERVER REPORTS	Press appropriate key to select desired report. Press the key under the cart symbol for additional reporting options

SETTLE

STEP	TERMINAL PROMPT	ACTION
1	MMDDYYYY HH:MM	Press the key under the "down arrow" symbol
2	SETTLEMENT	Press [F1] for Ticket Only

REVIEW BATCH TOTALS

STEP	TERMINAL PROMPT	ACTION
1	MMDDYYYY HH:MM	Press the key under the cart symbol
2	BATCH TOTALS	Press [F4] for Batch Totals
3	BATCH TOTALS SALES: \$XX.XX REFUNDS: \$XX.XX TOTAL:	Press [F3] for Select and verify batch totals

	\$XX.XX	
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OPEN TAB

STEP	TERMINAL PROMPT	ACTION
1	MMDDYYYY HH:MM	Press the key under the cart symbol two times
2	TABS	Press [F3] for Tab
3	OPEN TAB	[F2] for Open Tab
4	SWIPE CARD ACCT:	Swipe card or manually key card number and press [ENTER]
5	CHOOSE CARD	Press [F1] for Credit
6	EXP DATE (MMYY)	Key expiration date and press [ENTER]
7	INVOICE NUMBER	Key invoice number and press [ENTER]
8	CLERK / SERVER ID:	Key clerk or server number and press [ENTER]
9	AMOUNT: \$	Press [ENTER] to accept default amount or key amount and press [ENTER]
10	APPROVED	Terminal only prints merchant receipt

CLOSE TAB

STEP	TERMINAL PROMPT	ACTION
1	MMDDYYYY HH:MM	Press the key under the cart symbol two times
2	TABS	Press [F3] for Tab
3	CLOSE TAB	[F3] for Open Tab
4	RETRIEVE BY:	Press [F1] to retrieve transaction by the invoice number or [F2] to retrieve transaction by the customer's account number
5	INVOICE NUMBER: LAST 4 DIGITS:	Key in the requested information (i.e. Invoice Number) and press [ENTER]
6	CLOSE TAB VISA XXXXXXXXXXXXXXXXXX \$XX.XX	Press [F1] to close the displayed transaction or press [F3] for the next tab transaction
7	CONFIRM SAME CARD	Press [F1] if the customer's is using a different card then the card used to open tab or press [F2] if the customer's card is the same
8	NEW AMT:	Key new tab amount and press [ENTER]
9	TIP:	Key tip amount and press [ENTER]
10	APPROVED	Terminal only prints merchant receipt
11	PRNT CUST COPY:	Press [Yes] for the customer copy to print or Press [No] for the customer copy not to print.

CLERK / SERVER SETUP

STEP	TERMINAL PROMPT	ACTION
1	MMDDYYYY HH:MM	Press the key under the cart symbol
2	SERVER SETUP	Press [F4] for Server Setup
3	PASSWORD	Key password and press [ENTER]
4	LOG ON SERVER LOG OFF SERVER ADD SERVER MODIFY SERVER	Press [F3] to add a server, press [F4] to modify a server. Press the key under cart icon for additional server setup options. Key the requested information and press [ENTER]

AVS RESPONSE CODES

- A= Address Match
- N= No Match at all
- Y= 5 digit zip match
- W= 9 digit zip match
- X= Address & 9 digit zip match
- S= Service not supported

CARD VALIDATION RESPONSE CODES

- M= Match
- N= No Match
- S= Code should be on card, but terminal indicates it was not
- U= Issuer Not certified or has not provided processor encryption keys

P= Not Processed

X= Server Provider did not respond