



Hypercom Retail Application

Sale

Action	Terminal Display
1. Swipe card through reader	1. Swipe Customer Card
2. Key amount of Sale; press ENTER.	2. Amount
3. Verify if total is correct	3. Total Correct? Yes or No
4. No action while terminal processes transaction.	4. Dialing Now Processing Now
5. Record auth number or code; press ENTER	5. Approval #####

Refund

Action	Terminal Display
1. Press REFUND key.	1. Swipe Customer Card Refund
2. Swipe card through reader.	2. Swipe Customer Card Card Type Refund
3. Key amount of sale; press ENTER	3. Amount
4. No action while terminal processes transaction.	4. Transaction Accepted

Offline (Voice Auth)

Action	Terminal Display
1. Press Offline Key.	1. Swipe Customer Card
2. Swipe card through reader.	2. Enter Account Number
3. Key amount of sale, press ENTER.	3. Amount
4. Verify if total is correct	4. Total Correct? Yes or No
5. Key approval code; press ENTER	5. Enter Approval Code
6. Transaction is stored.	6. Transaction Accepted



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Void

Action	Terminal Display
1. Press VOID key	1. Swipe Customer Card
2. Key in invoice number from original transaction, press Enter	2. Enter Invoice Number
3. Invoice number and amount display.	3. Correct? Yes or No
4. If correct, press ENTER. If not correct, press CLEAR to return to idle prompt.	4. Transaction Accepted

Manual Card Entry

Action	Terminal Display
1. A) Enter card number manually; press ENTER B) Enter expiration date of the card; press ENTER	1. A)##### B) Expiration Date MMY
2. Take imprint of customer's credit card.	2. Take Imprint of Card
3. Key in server number, up to 4 digits; press ENTER.	3. Enter Server Number
4. Key amount of sale; press ENTER	4. Amount
5. Verify if total is correct	5. Total Correct? Yes or No
6. No action while terminal processes transaction	6. Dialing Now Processing Now
7. record auth number and code; press ENTER	7. Approval #####

Batch Review

Action	Terminal Display
1. press BATCH REVIEW key.	1. Swipe Card
2. Key in server number, up to 4 digits; press ENTER or press ENTER for all	2. Enter Server Number
3. Press ENTER to view transactions by invoice number in descending order. Press CLEAR to view transactions in ascending order.	3. Trans Type \$\$ Approval #####
4. Press BACKSPACE (-) to view detail of individual transaction.	4. Card Number
5. Press BACKSPACE (-) to view more detail of transaction	5. Date Time



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Batch Settlement

Action	Terminal Display
1. Press SETTLEMENT key.	1. Swipe Customer Card
2. Key in your password (0000); press ENTER	2. Enter Password
3. To settle all card types, press ENTER. To settle specific card types, key in Host number, press ENTER. Host numbers may be viewed by pressing FUNCTION 8.	3. Host Number Scanning Batch
4. No action while terminal processes request	4. Please Wait Sales Total
5. Press ENTER to accept value displayed or CLEAR to return to idle prompt	5. Correct? Yes or No
6. Press ENTER to accept value displayed or CLEAR to return to idle prompt.	6. Correct? Yes or No
7. Terminal connects to host to transmit batch information. This displays when process is complete.	7. Reconcile Complete

Reports

Action	Terminal Display
1. Press REPORTS key.	Swipe Customer Card.
2. Key in report number; press ENTER. Printer generates report.	2. 2 = Server 3 = Audit 4 = Summary 5 = O Tabs

Reprint Receipt

Action	Terminal Display
1. Press REPRINT key.	1. Swipe Customer Card
2. Key in invoice number of original transaction; press ENTER or press ENTER for last transaction.	2. Enter Invoice Number
3. Printer generates report.	3. Reprint Complete



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Display Totals

Action	Terminal Display
1. Press TOTALS key.	1. Swipe Customer Card
2. No action while terminal processes request	2. Scanning Batch Please Wait Totals Sales
3. Total values display. Press BACKSPACE (<-) to toggle between displays of Net Refund Totals and Net Sales Totals for a card type.	3. Totals Refunds
4. Press ENTER to review net sales for next card or CLEAR to review previous card type totals.	4. ## Items

If Your Terminal Displays the Following
<p>Please Call: A Call to the authorization center is required to complete the transaction. Merchant must perform an offline entry to create a transaction for settlement, after receiving an approval.</p>
<p>Please Call - CC: Card has been reported stolen. A call to the authorization center is required. Obtain another form of payment.</p>
<p>Please Call - LC: Card has been reported lost. A call to the authorization center is required. Obtain another form of payment.</p>
<p>Call Help - NT: No terminal parameters. The terminal ID is not recognized by the host as a valid terminal ID, or the host terminal records are incomplete. Call your customer service for assistance.</p>
<p>Call Help - RE: Card Read Error - retry card swipe</p>
<p>Call Help - SQ: Sequence number is duplicate. Indicates terminal or system error. Call you customer service for assistance.</p>
<p>Call Help - TR: Invalid transaction. Call your customer service for assistance.</p>
<p>Declined: Transaction has been declined by bank or bank network. Obtain another form of payment.</p>
<p>Expired Card: Card expired. Obtain another form or payment</p>
<p>Incorrect Pin: (Debit) Incorrect Personal Identification Number. RE-enter correct number (this action is performed by the cardholder).</p>
<p>Invalid Transaction: Transaction is not allowed at the terminal.</p>
<p>Please Wait: Terminal is waiting for further instructions from host.</p>