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:		

ETC-025

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.**