

NOTE: SOME PROMPTS MAY VARY BASE ON THE TERMINAL SETUP.

**SALE (Swiped or Manually Keyed)** Use this function to authorize and capture transactions for settlement. If the magnetic stripe is unreadable and a manual entry of the card is necessary, you must obtain a card imprint on the sales slip using a manual imprinter as verification that the card is present.

MMDDYYYY HH:MM	Press <b>F2</b> for Sale.
SWIPE CARD ACCT:	Swipe card or manually key card number and press <b>Enter</b>
CHOOSE CARD:	Press <b>F1</b> for Credit
LAST 4 DGTS ACCT:	Key last 4 digits of card number and press <b>Enter</b>
EXP DATE (MMYY):	Key expiration date and press <b>Enter</b>
CARD PRESENT	Press <b>F1</b> if the customer's card is not present or press <b>F2</b> if the customer's card is present
IMPRINT CARD	Press <b>F1</b> that you imprinted the card
V-CODE:	Key in the Card Code and press <b>Enter</b> or press <b>Enter</b> for other options. <i>The card code can be found on the signature line of the customer's credit card</i>
CODE PRESENT?	Press <b>F1</b> if no code, press <b>F2</b> if the code is unreadable
RECURRING PYMT?	Press <b>F1</b> if this is not a recurring payment or press <b>F2</b> if this is a recurring payment
E-COMMERCE?	Press <b>F1</b> if this is not an E-Commerce transaction or press <b>F2</b> if this is an E-Commerce transaction
CHLEN XSECR	Press <b>F1</b> if this website is channel encrypted or press <b>F2</b> if this website is not encrypted
INVOICE NUMBER:	Key invoice number and press <b>Enter</b>
CLERK/SERVER ID:	Key clerk or server number and press <b>Enter</b>
AMOUNT:	Key amount and press <b>Enter</b>
TIP:	Key pre-tip amount and press <b>Enter</b>
ADDRESS:	Key the first 5 digits before the first letter of the customer's address and press <b>Enter</b>
ZIP CODE:	Key customer's zip code and press <b>Enter</b>
TAX AMT: \$ 0.00	Key tax amount and press <b>Enter</b>
TAX EXEMPT TRAN?	Press <b>F1</b> if the transaction was tax exempt or <b>F2</b> to return to the previous prompt. (only displayed if tax = \$0.00)
CUSTOMER CODE:	Key customer code or purchase number and press <b>Enter</b>
PRINT CUST COPY?	Press <b>F1</b> to print customer receipt. The AVS response code and Card Validation Code will be displayed on the printed on the receipt. If CALL CENTER is displayed, call for voice authorization and press <b>Enter</b> . If you receive voice authorization, follow the prompts to complete the transaction offline

<b>AVS Response Codes:</b>	<b>Card Validation Response Codes:</b>
Y = Match	M = Match
N = No Match	N = No Match
X = Service Unavailable	S = Code should be on card, but terminal indicated it was not
	U = Issuer Not certified or has not provided processor encryption keys
	P = Not Processed
	X = Server Provider did not respond

**DEBIT SALE (with Cash Back)** Use this function to authorize and capture transactions for settlement. Debit cards can't be manually keyed in they have to be swiped.

MMDDYYYY HH:MM	Swipe card (Debit card can't be manually keyed)
CHOOSE CARD:	Press <b>F1</b> for Debit
AMOUNT:	Key amount and press <b>Enter</b>
CASH:	Key cash back amount and press <b>Enter</b>
DEBIT Sale AMOUNT: SXX.XX CASH: TOTAL: ENTER PIN	Instruct customer to enter PIN via PIN pad and press <b>Enter</b> Do not ask customer for the PIN
PRINT CUST COPY?	Press <b>F1</b> to print customer receipt

**FORCE SALE** Use this function to capture transactions when voice approval has been obtained. Sometimes referred to as an offline transaction.

MMDDYYYY HH:MM	Press the key under the "0" symbol.
FORCE	Press <b>F2</b> for Force
SWIPE CARD ACCT:	Swipe card or manually key card number and press <b>Enter</b>
CHOOSE CARD:	Press <b>F1</b> for Credit
EXP DATE (MMYY):	Key expiration date and press <b>Enter</b>
CHOOSE TRAN:	Press <b>F1</b> for Sale or press <b>F2</b> for Phone
AMOUNT:	Key amount and press <b>Enter</b>
APPR CODE:	Key authorization number that was obtained by the voice authorization center and press <b>Enter</b>
PRINT CUST COPY?	Press <b>F1</b> for to print customer receipt

**REPRINT** Use this function to reprint the last transaction or any transaction stored in the terminal's memory.

MMDDYYYY HH:MM	Press <b>[REPRINT]</b> the purple key
LAST RECEIPT ANY RECEIPT	Press <b>F1</b> to reprint the last receipt or press <b>F2</b> to reprint another receipt.
REPRINT ANY RCPT INVOICE NUMBER:	Key invoice number and press <b>Enter</b>
PRINT CUST COPY?	Press <b>F1</b> to print customer receipt

**VOID** Use this function to delete a transaction that is in the current batch.

MMDDYYYY HH:MM	Press the key under the "0" symbol.
VOID	Press <b>F1</b> for Void
VOID LAST TRANS?	Press <b>F1</b> to void a transaction within the current batch or press <b>F2</b> to void the last transaction
VOID RETRIEVE BY:	Press <b>F1</b> to recall the transaction by the invoice number or press <b>F2</b> to recall the transaction by the customer's account number
VOID INVOICE NUMBER:	Key requested information (i.e. Invoice Number) and press <b>Enter</b>
VOID VISA SALE XXXXXXXXXXXXXXXXXX SXX.XX	Press <b>F2</b> to void the displayed transaction or press <b>F3</b> for the next transaction
PRINT CUST COPY? YES	Press <b>F1</b> to print customer receipt

**REFUND** Use this function to issue a credit to the cardholder's account for goods or services.

MMDDYYYY HH:MM	Press the key under the "0" symbol.
REFUND	Press <b>F3</b> for Refund
SWIPE CARD ACCT:	Swipe card or manually key card number and press <b>Enter</b>
SALE CHOOSE CARD:	Press <b>F1</b> for Credit
EXPDATE (MMYY):	Key expiration date and press <b>Enter</b>
AMOUNT:	Key refund amount and press <b>Enter</b>
PRINT CUST COPY?	Press <b>F1</b> for to print customer receipt

**AUTHORIZATION ONLY** This procedure is to authorize a credit card transaction. This will not capture in the terminal.

MMDDYYYY HH:MM	Press the key under the "0" symbol
AUTH ONLY	Press <b>F4</b> for Auth Only
SWIPE CARD ACCT:	Swipe card or manually key card number and press <b>Enter</b>
SALE CHOOSE CARD:	Press <b>F1</b> for Credit
EXPDATE (MMYY):	Key expiration date and press <b>Enter</b>
AMOUNT:	Key amount and press <b>Enter</b>
PRINT CUST COPY?	Press <b>F1</b> for to print customer receipt

**OPEN TAB** Use this function to authorize an open tab amount. Open tabs must be closed before settlement.

MMDDYYYY HH:MM	Press the key under the '0' symbol three times
TABS	Press <b>F1</b> for Tab
OPEN TAB	Press <b>F1</b> for Open Tab
SWIPE CARD ACCT:	Swipe card or manually key card number and press <b>Enter</b>
SALE CHOOSE CARD:	Press <b>F1</b> for Credit
EXP DATE (MMYY):	Key expiration date and press <b>Enter</b>
AMOUNT:	Key amount and press <b>Enter</b>
APPROVED	Terminal prints merchant receipt

**CLOSE TAB** Use this function to close an open tab amount.

MMDDYYYY HH:MM	Press the key under the '0' symbol three times
TABS	Press <b>F1</b> for Tab
CLOSE TAB	Press <b>F2</b> for Close Tab
RETRIEVE BY:	Press <b>F1</b> to retrieve transaction by the invoice number or <b>F2</b> to retrieve transaction by the customer's account number
INVOICE #	Key in the requested information (i.e. Invoice Number) and press <b>Enter</b>
CLOSE TAB VISA OPEN TAB XXXXXXXXXXXXXXXXXX \$XX.XX	Press <b>F2</b> to close the displayed transaction or press <b>F3</b> for the next tab transaction
NEW AMT:	Key new tab amount and press <b>Enter</b>

**TIP ADJUSTMENT** Use this function to adjust the tip amount.

MMDDYYYY HH:MM	Press <b>Tip</b> the purple key
PASSWORD:	Key password and press <b>Enter</b>
RETRIEVE BY:	Press <b>F1</b> to retrieve by clerk/server, press <b>F2</b> to retrieve by amount, press <b>F3</b> to retrieve by account number, or press <b>F4</b> to retrieve by invoice number
SERVER ID:	Key in the requested information (i.e. Server ID) and press <b>Enter</b>
TIP ADJUST VISA SALE XXXXXXXXXXXXXXXXXX \$XX.XX	The terminal displays the selected transaction. Press <b>F1</b> to add a tip to the displayed Transaction
TIP AMOUNT: NEW TIP	Key new tip amount and press <b>Enter</b>
APPROVED OK#####	Write tip amount on merchant receipt

**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.

**REPORTS** Various types of detail and totals reports can be generated for transactions in the current batch (transactions that have not yet been settled).

MMDDYYYY HH:MM	Press <b>Reports</b> the purple key
TOTALS REPORT DETAIL REPORTS 0 SERVER REPORTS	Press appropriate key to select desired report. Press the key under 0 for additional reporting options

**SETTLE** Use this function at the end of each day to settle the batch for payment and clear your terminal of transaction information. These procedures are only necessary if Auto Close is disabled.

MMDDYYYY HH:MM	Press <b>F4</b> for Settlement
SETTLEMENT SALES: \$XX.XX REFUNDS: \$XX.XX TOTAL: \$XXXX	Verify totals and press <b>Enter</b>
SETTLEMENT OKXXXXXXXXXXXX	Press <b>Enter</b> to print settlement report.

**SERVER SETUP** Use this function to add, modify, deleted, and clear all servers totals in the terminal.

MMDDYYYY HH:MM	Press the key under the '0' symbol two times
SERVER SETUP	Press <b>F2</b> for Server Setup
PASSWORD	Key password and press <b>Enter</b>
ADD SERVER MODIFY SERVER DELETE SERVER CLEAR SERVERS	Select ADD to add a server, MOD to modify an existing server, DEL to delete an existing server, or CLEAR ALL to delete all existing servers, then key the requested information.

**INDUSTRY INFORMATION**

**Address Verification (AVS)** - A service designed to help reduce the possibility of fraud on Manually Keypad 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. This information is required by MasterCard® and VISA® to help your business qualify for the best rates.

**Commercial / Purchase Card** A credit card identified by MasterCard® or VISA® as a Business, Corporate, or Purchase Card. If the terminal is setup to process Commercial Cards, a tax amount will be requested for Business and Corporate cards, and a tax amount and purchase number will be requested for Purchase Cards. 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.

CSI PN# 1044

**CARDSERVICE INTERNATIONAL**  
OMNI 3200  
CARDNET RETAIL/RESTAURANT  
QUICK REFERENCE GUIDE  
VF0R048



**VOICE AUTHORIZATION NUMBERS**

MC/VIS	1-800-228-1122	_____
AX	1-800-528-2121	_____
DISCOVER/NOVUS	1-800-347-1111	_____
DC/CB	1-800-525-9040	_____
OTHER		_____
CUSTOMER SUPPORT	1-800-456-5989	_____

**PROGRAMMING INFORMATION**

Merchant Number	_____
FDMS <sup>SM</sup> Merchant ID (MID)	_____
FDMS <sup>SM</sup> Terminal ID (TID)	_____
Download Telephone Number	_____
Touch Tone or Rotary Dial	_____

