

TRANZ 380 QUICK REFERENCE GUIDE



Pre Sale

1 Press ONE key on the terminal.

NOTE:Pre Sale is not eligible for debit transactions – choose debit sale. A Pre Sale transaction allows you to add the tip amount after the customer has completed and totaled the sales slip.

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 2005, enter 1205.)

NOTE:Prompting messages vary based on the card type and setup. Terminal may display the following prompts:
•Server ID? (Enter the Server ID or press **ENTER** for none.)

3 Key in dollar amount of transaction*

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

- Tax Amount? Key the appropriate information, press **ENTER**.
- Invoice #? Key the appropriate information, press **ENTER**.

4 Transaction complete - Pre 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 Sale

1 Press THREE key on the terminal.

A Sale may be performed when the final transaction amount including a Tip (if any) is already known.
•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 2005, enter 1205.)

NOTE:Prompting messages vary based on the card type and setup. Terminal may display the following prompts:
•Server ID? (Enter the Server ID or press **ENTER** for none.)

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:
•Tax Amount? Key the appropriate information, press **ENTER**.
•Tip Amount? Key the appropriate information, press **ENTER**.
•Invoice # ? Key the appropriate information, press **ENTER**.

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 refund 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 2005, enter 1205.)

NOTE:Prompting messages vary based on the card type and setup. Terminal may display the following prompts:
•Server ID? (Enter the Server ID or press **ENTER** for none.)

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:
•Tax Amount? Key the appropriate information, press **ENTER**.
•Enter Auth Code. Key the appropriate information, press **ENTER**.
•Invoice # ? Key the appropriate information, 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 THREE 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 pinpad.

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.)

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:
•Tax Amount? Key the appropriate information, press **ENTER**.
•Tip Amount? Key the appropriate information, press **ENTER**.
•Cash Back? Key the appropriate information, press **ENTER**.
•Invoice # ? Key the appropriate information, press **ENTER**.

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**.

Additional Terminal Functions

Void A Credit Transaction.

- Press **FOUR** key on the terminal.
- Enter item # or press **ENTER** for the last transaction.
- If correct item is displayed, then press **ENTER**.
- Screen will display Void-Press **ENTER**, press the **ENTER** key.
- Terminal will display **ENTER** to confirm.
- Hit **ENTER** one more time to void transaction.

NOTE:Debit transactions cannot be edited or voided.

View A Credit Transaction.

- Press **BLUE** function key, then the **ONE** key.
- Enter card type, press the **ENTER** key.
- Enter item # or press **ENTER** for the first transaction.
- Hit the **ENTER** key to scroll till desired item is displayed.
- Use the * or # keys to scroll through the detail of the transaction.

Terminal Displays:

Item#	Trans Type	Total Amount
001	S	\$\$\$\$\$.cc

View Terminal Totals.

- Press **BLUE** function key, then the **TWO** key.
- Select 1 for Card Totals, or 2 for Operator ID totals.
- If Option 1 Card Totals was chosen the following prompt displays:
 - Enter Card Type. Key in card type or press **ENTER**.

Terminal Displays:

Trans Type	Count	Total Amount
TT	S	\$\$\$\$\$.cc

- If Option 2 Operator ID Totals was chosen the following prompt displays:

Terminal Displays:

Count	Operator	Operator Amount
N	NN	\$\$\$\$\$.cc

Close Batch.

- Press **NINE** key on the terminal.
- Enter **AMOUNT**. Key the appropriate information, press **ENTER**.
- Reporting Y/N? (Press **9** for yes, **6** for no).
- If yes was chosen the terminal will prompt for Print Option.
 - Option 1 = Detail Report
 - Option 2 = Totals

NOTE:All reports must be printed prior to settlement.

If your terminal is set for **AUTO CLOSE**, it will automatically close and print a closing report at the preset time each day.

Reprint a Receipt.

- Press **BLUE** Function key, then the **FIVE** key .
- Terminal will display Print Option?
- Press the **THREE** key for reprint.
- Terminal will display Enter Item #.
- Key the appropriate information, then press the **ENTER** key.

ETC-000

Quick Tip - Tip Adjustment.

- Press **BLUE** Function key, then the **THREE** key .
- NOTE:**Prompting messages vary based on the card type and setup. Terminal may display the following prompts:
- Server ID? Enter the Server ID # or press **ENTER** for the first server.
 - Enter Item #. Enter the transaction item number to be adjusted or press **ENTER** for the first item.

Terminal Displays:

Item#	Trans Type	Total Amount
001	S	\$\$\$\$\$.cc

- Press the **ENTER** key to scroll until desired item is displayed.
- Use the * or # keys to scroll through the detail of the transaction.
- When TIP*. ** is displayed press **BACKSPACE** to edit the tip amount. Enter the amount of the tip or press **ENTER** for no tip.

Card Name	Merchant Number	Phone Number
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Amex:

Diners:

Discover:

VISA/MC:

Customer Support: