

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

SALE (Swiped or Manually Keypad) 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.

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

AVS Response Codes:	Card Validation Response Codes:
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.

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

MMDDYY HH:MM	Press the key under the '⚡' symbol.
FORCE	Press F2 for Force
SWIPE OR ENTER ACCT	Swipe card or manually key card number and press Enter
CHOOSE CARD:	Press F1 for Credit
EXP DATE (MMYY):	Key expiration date and press Enter
AMOUNT:	Key amount and press Enter
APPR CODE:	Key authorization number that was obtained by the voice authorization center and press Enter
PRINT CUST COPY?	Press F1 for to print customer receipt

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

MMDDYY HH:MM	Press the key under the '⚡' symbol two times
AUTH ONLY	Press F1 for Auth Only
SWIPE OR ENTER ACCT	Swipe card or manually key card number and press Enter
CHOOSE CARD:	Press F1 for Credit
EXP DATE (MMYY):	Key expiration date and press Enter

AMOUNT:	Key amount and press Enter
PRINT CUST COPY?	Press F1 for to print customer receipt
VOID Use this function to delete a transaction that is in the current batch.	
MMDDYY HH:MM	Press the key under the '⚡' symbol.
VOID	Press F1 for Void
VOID LAST TRANS?	Press F1 to void the last transaction or press F2 to void a transaction within the current batch
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
VOID INVOICE NUMBER:	Key requested information (i.e. Invoice Number) and press Enter
VOID VISA SALE XXXXXXXXXXXXXXXX \$XX.XX	Press F1 to void the displayed transaction or press F3 for the next transaction
PRINT CUST COPY? YES	Press F1 to print customer receipt

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

MMDDYY HH:MM	Press the key under the '⚡' symbol.
REFUND	Press F3 for Refund
SWIPE OR ENTER ACCT	Swipe card or manually key card number and press Enter
CHOOSE CARD:	Press F1 for Credit
EXP DATE (MMYY):	Key expiration date and press Enter
AMOUNT:	Key refund amount and press Enter
PRINT CUST COPY?	Press F1 for to print customer receipt

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

MMDDYY HH:MM	Press REPRINT (3rd purple key from left)
LAST RECEIPT ANY RECEIPT	Press F1 to reprint the last receipt or press F2 to reprint another receipt.
INVOICE NUMBER:	Key invoice number and press Enter

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

MMDDYY HH:MM	Press the key under the '⚡' symbol two times
SERVER SETUP	Press F2 for Server Setup
PASSWORD	Key password and press Enter

CARDSERVICE INTERNATIONAL CARDNET OMNI® 3750 QUICK REFERENCE GUIDE



Retail / Restaurant

Application: UECA2.30P

VOICE AUTHORIZATION NUMBERS

MC/VIS 1-800-228-1122

AMEX 1-800-528-2121

DISCOVER/NOVUS 1-800-347-1111

DC/ICB 1-800-525-9040

OTHER _____

CUSTOMER SUPPORT 1-800-456-5989

PROGRAMMING INFORMATION

Merchant Number _____

Merchant ID (MID) _____

Terminal ID (TID) _____



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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.**

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

MMDDYY HH.MM Press the key under the "♦" symbol three times

TABS Press **F1** for Tab

OPEN TAB Press **F2** for Open Tab

SWIPE OR ENTER ACCT Swipe card or manually key card number and press **Enter**

CHOOSE CARD: Press **F1** for Credit

EXPDATE (MMYY): Key expiration date and press **Enter**

AMOUNT: Key amount and press **Enter**

APPROVED Terminal prints merchant receipt

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

MMDDYY HH.MM Press the key under the "♦" symbol three times

TABS Press **F1** for Tab

CLOSE TAB Press **F3** for Close Tab

RETRIEVE BY: Press **F1** to retrieve transaction by the invoice number or **F2** to retrieve transaction by the customer's account number

INVOICE # Key in the requested information (i.e. Invoice Number) and press **Enter**

CLOSE TAB
VISA
OPEN TAB
XXXXXXXXXXXXXXXXXX
\$XX.XX Press **F1** to close the displayed transaction or press **F3** for the next tab transaction

NEW AMT: Key new tab amount and press **Enter**

PRNT CUST COPY? Press **F1** for to print customer receipt

TIP ADJUSTMENT Use this function to adjust the tip amount

MMDDYY HH.MM Press **Tip** (2nd purple key from left)

PASSWORD: Key password and press **Enter**

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

SERVER ID: Key in the requested information (i.e. Server ID) and press **Enter**

TIP ADJUST
VISA
SALE
XXXXXXXXXXXXXXXXXX
\$XX.XX

The terminal displays the selected transaction. Press **F1** to add a tip to the displayed Transaction

TIP AMOUNT:
NEW TIP Key new tip amount and press **Enter**

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).

MMDDYY HH.MM Press **Reports** the purple key (1st purple key on right)

PASSWORD: Key password and press **Enter**

TOTALS
REPORT
DETAIL
REPORTS
♦ SERVER REPORTS

Press appropriate key to select desired report. Press the key under ♦ 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.

MMDDYY HH.MM Press **F4** for Settlement

SETTLEMENT
SALES:
\$XX.XX
REFUNDS:
\$XX.XX
TOTAL:
\$XXXX

Verify totals and press **Enter**

SETTLEMENT
OK XXXXXXXXXXXX Press **Enter** to print settlement report.

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 "X" 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.*

Commercial 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.

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# 1048 QRG-OMNI 3750-RTL/RST CARDNET