

NOTE: SOME PROMPTS MAY VARY BASE ON THE TERMINAL SETUP

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

SWIPE CARD FOR SALE
MM-DD-YY DAY HHMM

Swipe Card or Press **[Sale]**

DINE OPEN TAB
↓ ↓

Press **[↑]** under DINE

ENTER ACCOUNT# SALE

Swipe card or manually key card number and press **[Enter]**

VS SALE
ENTER LAST 4 DIGITS

Key the last 4 digits of the cardholder's credit card number and press **[Enter]**

VS SALE
ENTER EXP DATE MMYY

Key expiration date and press **[Enter]**

VS SALE
IMPRINT CARD NOW!

Press **[Enter]**. If available, always imprint card as proof that it was present

VS SALE
ENTER BASE AMOUNT

Key amount and press **[Enter]**

VS SALE
ENTER TIP AMOUNT

Key tip amount and press **[Enter]**

TOTAL \$0.00
IS THIS CORRECT?

Verify total amount and press **[Enter]**

VS SALE
ENTER TICKET#

Key ticket number and press **[Enter]**

VS SALE
ENTER SERVER ID#

Key server number and press **[Enter]**

VS SALE
TEAR NOW PRESS ENTER

On approval, tear slip and have customer sign the receipt. Press **[Enter]** for customer copy. If CALL VOICE CENTER is displayed, call for voice authorization and press **[Enter]**. Enter the transaction as an Offline Sale.

VS SALE
AP 000000 XXX #000

Press **[Clear]** to return to the idle prompt

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

SWIPE CARD FOR SALE
MM-DD-YY DAY HHMM

Press **[Return]**

ENTER ACCOUNT# RETURN

Swipe card or manually key card number and press **[Enter]**

VS RETURN
ENTER EXP DATE MMYY

Key expiration date and press **[Enter]**

VS RETURN
ENTER BASE AMOUNT

Key amount and press **[Enter]**

VS RETURN
TEAR NOW PRESS ENTER

Tear slip and have customer sign the receipt. Press **[Enter]** for customer copy.

VS RETURN
ACCEPTED SEQ 000

Press **[Clear]** to return to the idle prompt

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

SWIPE CARD FOR SALE
MM-DD-YY DAY HHMM

Swipe Card or Press **[ATM/Debit]**

SWIPE CARD DEBIT

Swipe Debit card

DB DEBIT
ENTER BASE AMOUNT

Key amount and press **[Enter]**

DB DEBIT
ENTER CASH BACK AMT

Key cash back amount and press **[Enter]**

TOTAL \$0.00 IS
THIS CORRECT?

Verify total amount and press **[Enter]**

DB DEBIT
WAITING FOR PIN

Instruct the customer to enter PIN via the PIN Pad and press **[Enter]**. **Do not ask the customer for the PIN.**

VS DEBIT
TEAR NOW PRESS ENTER

On approval, tear slip and press **[Enter]** for customer copy..

VS DEBIT
AP 000000 SEQ 000

Press **[Clear]** to return to the idle prompt

OFFLINE SALE Use this function to capture transactions when voice approval has been obtained. Sometimes referred to as a forced transaction.

SWIPE CARD FOR SALE
MM-DD-YY DAY HHMM

Press **[---]** minus sign

MUST AUTHORIZE FIRST
ENTER ACCOUNT#

Swipe card or manually key card number and press **[Enter]**

VS OFFLINE
ENTER EXP DATE MMYY

Key expiration date and press **[Enter]**

VS OFFLINE
ENTER BASE AMOUNT

Key amount and press **[Enter]**

VS OFFLINE
ENTER APPROVAL CODE

Key authorization number that was obtained by the voice authorization center and press **[Enter]**

VS OFFLINE
TEAR NOW PRESS ENTER

Tear slip and have customer sign the receipt. Press **[Enter]** for customer copy.

VS OFFLINE
ACCEPTED SEQ 000

Press **[Clear]** to return to the idle prompt

TIP ADJUSTMENT Use this function to add the tip amount to a transaction that is in the current batch.

SWIPE CARD FOR SALE
MM-DD-YY DAY HHMM

Press **[+]** plus sign

EDIT TAB TIP
↓ ↓ ↓

Press **[↑]** under TIP

INV SEQ SVR
↓ ↓ ↓

Press **[↑]** under appropriate option

ENTER TICKET# ADD TIP

Key requested information (i.e. Ticket Number) and press **[Enter]**

AP 000000 \$0.00
ENTER TIP AMOUNT

Key tip amount and press **[Enter]**

INV SEQ SVR
↓ ↓ ↓

Transaction Accepted. Press **[Clear]** to return to the idle prompt

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

SWIPE CARD FOR SALE
MM-DD-YY DAY HHMM

Press **[VOID]**

CARD CHECK
↓ ↓

Press **[↑]** under CARD

INV SEQ PAN
↓ ↓ ↓

Press **[↑]** under appropriate option

ENTER TICKET# VOID

Key requested information (i.e. Ticket Number) and press **[Enter]**

VOID INV 0000000000?
0000000000000000

Verify the transaction and press **[Enter]**

VS SALE
TEAR NOW PRESS ENTER

Tear slip and press **[Enter]** for customer copy..

INV SEQ PAN
↓ ↓ ↓

Press **[Clear]** to return to the idle prompt.

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

SWIPE CARD FOR SALE
MM-DD-YY DAY HHMM

Press **[Sale]**

DINE OPEN TAB
↓ ↓

Press **[↑]** under OPEN TAB

ENTER ACCOUNT# OPEN TAB

Swipe card or manually key card number and press **[Enter]**

VS OPEN TAB
ENTER EXP DATE MMYY

Key expiration date and press **[Enter]**

VS OPEN TAB
ENTER TAB AMOUNT

Key tab amount and press **[Enter]**

VS OPEN TAB
TEAR NOW PRESS ENTER

Tear slip and have customer sign the receipt. Press **[Enter]** for customer copy.

VS OPEN TAB
AP XXXXXXX SEQ XXX

Press **[Clear]** to return to the idle prompt.

REPRINT TRANSACTION Use this function to reprint any transaction in the current, unsettled batch.

SWIPE CARD FOR SALE
MM-DD-YY DAY HHMM

Press **[=]** division sign

TOTALS TRAN DETAIL
↓ ↓ ↓

Press **[↑]** under TRAN

INV SEQ LAST
↓ ↓ ↓

Press **[↑]** under appropriate option

ENTER TICKET# REPRINT

Key requested information (i.e. Ticket Number) and press **[Enter]**

000: INV 0000000000
REPRINT? \$0.00

Verify displayed transaction and press **[Enter]**

VS SALE
TEAR NOW PRESS ENTER

Tear slip and press **[Enter]** for customer copy..

INV SEQ PAN
↓ ↓ ↓

Press **[Clear]** to return to the idle prompt.

CLOSE TAB Use this function to close an open tab amount before settling the batch..

SWIPE CARD FOR SALE
MM-DD-YY DAY HHMM Press **[+]** plus sign

EDIT TAB TIP
↓ ↓ ↓ Press **[↑]** under TAB

CLOSE TAB
ENTER SEQUENCE# Key sequence number and press **[Enter]**

AP 000000 0000000000
0000000000000000 Verify approval code, ticket number, and card number and press **[Enter]**

CLOSE VOID NEXT
↓ ↓ ↓ Press **[↑]** under CLOSE

BASE: \$0.00
ENTER AMT TO CHANGE Key total amount and press **[Enter]** or press **[Enter]** to accept the displayed amount

TIP: \$XX.XX
ENTER AMT TO CHANGE Key tip amount and press **[Enter]** or press **[Enter]** to accept the displayed amount

SVR # XXXX
ENTER SVR TO CHANGE Key server number and press **[Enter]** or press **[Enter]** to accept the displayed server

VS CLOSE TAB
TEAR NOW PRESS ENTER Tear slip and have customer sign the receipt. Press **[Enter]** for customer copy.

CLOSE TAB
ENTER SEQUENCE# Press **[Clear]** to return to the idle prompt

ADJUSTING A TRANSACTION Use the procedures below to change the amount for the selected transaction. A transaction can be recalled by ticket number, sequence number, or by the last 5 digits of the account number.

SWIPE CARD FOR SALE
MM-DD-YY DAY HHMM Press **[+]** plus sign

EDIT TAB TIP
↓ ↓ ↓ Press **[↑]** under EDIT

INV SEQ PAN
↓ ↓ ↓ Press **[↑]** under appropriate option

EDIT
ENTER SEQUENCE# Key requested information (i.e. Sequence Number) and press **[Enter]**

000: INV 0000000000
0000000000000000 OK? Verify transaction. Press **[Enter]** to edit transaction.

BASE: \$0.00
ENTER AMT TO CHANGE Key new base amount and press **[Enter]** or press **[Enter]** to proceed

TIP: \$0.00
ENTER AMT TO CHANGE Key new tip amount and press **[Enter]** or press **[Enter]** to proceed

INV SEQ PAN
↓ ↓ ↓ Press **[Clear]** to return to the idle prompt.

PRE-SETTLEMENT INSTRUCTIONS

- Place all transaction receipts in sequence number order. Run an adding machine tape of the transactions.
- Print appropriate report (see report instructions). Compare your totals to the terminal report.
- 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 Use this function to print a detail or totals report.

SWIPE CARD FOR SALE
MM-DD-YY DAY HHMM Press **[=]** division sign

TOTALS TRAN DETAIL
↓ ↓ ↓ Press **[↑]** under appropriate key to select desired report

BATCH SVR CARD
↓ ↓ ↓ Press **[↑]** under appropriate option and key the requested information

DETAIL REPORT
PRINTING... Press **[Clear]** to return to the idle prompt

SETTLE Use this function at the end of each day to settle the batch for payment and clear your terminal of transaction information.

SWIPE CARD FOR SALE
MM-DD-YY DAY HHMM Press **[Close]**

CLOSE ADJ PRINT
↓ ↓ ↓ Press **[↑]** under CLOSE

UNADJUSTED TIPS!
ADJUST BEFORE CLOSE? Press **[Enter]** to add tip amounts to un-tipped transactions or **[Back Space]** to continue

000 ITEMS
NET 0.00 OK? Verify number of items, net total, and press **[Enter]**

CLOSE BATCH
REPRINT TOTALS? Press **[Enter]** to reprint the settlement totals or press **[Back Space]** to continue

CLOSE BATCH
ACCEPTED 0000 Press **[Clear]** to return to the idle prompt.

PRE-SALE Use this procedure to print a generic offline non-sale receipt which will include a printed pre tip amount and a blank line for tips and totals.

SWIPE CARD FOR SALE
MM-DD-YY DAY HHMM Press **[B]** first green **[↑]**

PRE-SALE
PRE-SALE AMOUNT? Key Pre-Sale amount and press **[Enter]**

Terminal May Prompt:
Enter Server #
Enter Clerk Id Key server number and press **[Enter]**
Key clerk number and press **[Enter]**

PRE-SALE Idle Prompt

DETAIL REPORT
PRINTING... Press **[Clear]** to return to the idle prompt

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.*

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.

Offline Sale – A captured transaction which does not dial out for authorization. Sometimes referred to as a forced transaction. Voice approval should be obtained for all offline sales. Note: If Commercial card processing is enabled, Commercial Card prompts will be displayed on all MasterCard® and VISA® transactions.

Authorization Only – A transaction that obtains an approval code, but is not captured and cannot be settled for payment.

MERCHANT SERVICES NASHVILLE LINKPOINT® 3000/AIO QUICK REFERENCE GUIDE

