SanDiegoMerchantServices.net 858-335-2992

Omni 3350/37xx QSR

Quick Reference Guide

Credit Card Sale

- **Swipe or Insert Card**
- *Or* **Press** Sale *Then* **Swipe or Insert Card**
- **Press** Credit
- **Amount +** ↵
- If Customer Copy Set to Confirm: To Print Customer Copy, **Press** Yes

Manual Sale

- **Press** Sale
- **Account # +** ↵
- **Press** Credit
- **Exp Date +** ↵
  - "CARD PRESENT" If Present, **Press** Yes
  - "IMPRINT CARD" Imprint, *Then* **Press** ↵
- **Amount +** ↵
- **V-Code* +** ↵

  If code is not known or not present (Xread), Press Enter to bypass then select the appropriate response.
- **Zip Code +** ↵
- If Customer Copy Set to Confirm: To Print Customer Copy, **Press** Yes

Debit Sale

- **Swipe Card**
- *Or* **Press** Sale *Then* **Swipe or Insert Card**
- **Press** Debit
- **Amount +** ↵
  - Enter Cash Back $$ + ↵
- ***CUSTOMER:*** **Press** Enter On PIN Pad to Confirm $$
- ***CUSTOMER:*** **Key PIN # +** Enter
- If Customer Copy Set to Confirm: To Print Customer Copy, **Press** Yes

Credit Card Refund

- **Press** ↓ / More Until You Reach Option
- **Press** Refund
  - Password + ↵
- **Swipe or Insert Card**
- **Press** Credit
- **Amount +** ↵
- If Customer Copy Set to Confirm: To Print Customer Copy, **Press** Yes

Off-Line Sale

- **Press** ↓ / More Until You Reach Option
- **Press** Off-Line
- **Swipe or Insert Card**
- **Press** Credit
- **Amount +** ↵
- **Approval Code +** ↵
- If Customer Copy Set to Confirm: To Print Customer Copy, **Press** Yes

Void

- **Press** ↓ / More Until You Reach Option
- **Press** Void
  - Password + ↵
- To Void Last Transaction **Press** Yes
- *Or* to Void Any Transaction **Press** No
- To Retrieve Any Transaction by Invoice # **Press** Yes
- *Or* to Retrieve by Account # **Press** Acct
- To Confirm Void **Press** Yes

NOTE:

Enter ***Password*** When Prompted

- Terminal will prompt for clerk ID and invoice # if those options are activated.

*NOTE: The V-Code is often requested for manually entered transactions. This code can be found on the back of the card as the last three digits on the right side of the signature panel, directly below the mag stripe

Pressing the 3 key from the main menu on the Omni 3750 will advance the paper.

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Reprint

› Press Reprint

› To Print Last Transaction
Press Last Receipt

› *Or* to Print Any Trans. in Batch
Press Any Receipt

› *Then* Invoice + ↵

Phone Order

› Press ↓ / More
Until You Reach Option

› Press Phone Order

› Account # + ↵

› Press Credit

› Exp Date + ↵

› Amount + ↵

› V-Code* + ↵

If code is not known or not present (Xread), Press Enter to bypass then select the appropriate response.

- Street Address + ↵

NOTE: Use numbers only to enter street address

› Zip Code + ↵

› If Customer Copy Set to Confirm:
To Print Customer Copy,
Press Yes

Totals Report

› Press Reports

- Password + ↵

› To Print Totals by Card Type
Press Totals Report

Batch Review

Press ↓ / More
Until You Reach Option
Then Press Batch Review

- Password + ↵

› Select Search Method
Press ↵

› Enter Data as Requested
Then Press
Serv | Amt | Acct | Inv

› Transaction Displays
Select Option
Press ↵

› **ADJUSTMENT OPTIONS:**
Select Appropriate Edit Function
Press
Adj | Void | Prev | Next

› Enter New Data as Requested
Then Press
Amt | Tip | Serv | Appv

› **VOID OPTION:**
Voids the Transaction

Detail Report

› Press Reports

- Password + ↵

› To Print Detail Summary
Press Detail Report

Balance/Settle

› Press Settle

- Password + ↵

› If Totals Option is Set to *"Confirm"* the Terminal Will Display Totals
Press ↵
to Confirm Totals

› *Or:* If Totals Option is Set to *"Enter"*, You Must Manually Enter Totals
Sales Totals + ↵

› Refund Totals + ↵

› Grand Totals + ↵

BAM NOTE: If There Are Any Transactions That Failed Auth, You Will See This Prompt Delete Auth Batch Yes You Must Choose Yes to Continue Settlement.

- Manual Shift Change

› Press 1

› To Increment Shift
Press Yes

BAM (Batch Auth)

Press ↓ / More
Until You Reach Option

› The terminal will dial to the authorization host and attempt to authorize all transactions that are saved in the batch. An auth batch report will print with all transactions in the batch and a failed auth report will print. A prompt will appear to delete the batch auth batch.

NOTE:

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- Optional Prompts

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