

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 Salc
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 Salc
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 XXXXXXXX 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

