

# Restaurant

## Quick Reference Card For Omni 3750, 3730 and 3740 Terminals

### Sale (SWIPE)

Swipe Card

Enter Last 4 Digits of Card #:

Enter

Enter Server #:

Enter

Choose Card Type Credit:

F1

Debit:

F2

Amount of Sale:

Enter

### Sale (MANUAL)

Press:

F2

Enter Account #:

Enter

Enter Server #:

Enter

Choose Card Type: Credit:

F1

Debit:

F2

Enter Exp Date (MM/YY):

Enter

Card Present: Yes:

F1

No:

F2

Enter Amount:

Enter

V-Code:

Enter

Zip Code:

Enter

### Detail Report

Press:

Reports

Password:

Enter

Detail Report:

F3

### Debit

Swipe Card:

Enter Last 4 Digits of Card #:

Enter

Enter Server #:

Enter

Choose Card Type Debit:

F2

Amount of Sale:

Enter

Enter Pin #

*If using an External Pin Pad Enter Pin # on External Pin Pad Press Enter on Pin Pad*

### Void

Press:

F4

Void Last Trans?

Yes

F1

No

F2

*If no Retrieve by Account # or Invoice #*

Invoice # or Last 4 Digits:

Enter

Press:

Enter

Print Customer Copy?

Yes:

F1

No:

F2

### Adjusting Tips

Press:

Tip Adjust

Password:

Enter

Retrieve Invoice#:

F4

Select:

Adjust

Enter Tip Amount:

Enter

### Refund

Press 1 Time:



Press:

F1

Swipe or Enter Account #:

Enter

Enter Server #:

Enter

Choose Card Type: Credit:

F1

Debit:

F2

Enter Exp Date (MM/YY):

Enter

Enter Amount:

Enter

Print Customer Copy:

Yes:

F1

No:

F2

### Force

Press:



Press:

F2

Swipe or Enter Account #:

Enter

Enter Exp Date (MM/YY):

Enter

Enter Server #:

Enter

Enter Amount:

Enter

Approval Code:

Enter

Print Customer Copy:

Yes:

F1

No:

F2

## Reprint

Press 1 Time:



Press:

F3

Last Receipt:

F2

Any Receipt:

F3

*If any receipt Enter Invoice #*

Enter Invoice #:

Enter

## AVS Response Codes

### VISA Description

Y	Yes - Exact Match on Address and Zip.
A	Address Matches, Zip Code Does Not.
Z	Zip Code Matches, Address Does Not.
N	Neither Address nor Zip Code Match.
U	Address Information Unavailable, or Issuer Does Not Support AVS.
R	Retry - Issuer's System Unavailable or Timed Out.
E	Error - Transaction Ineligible for AVS or Edit Error Found.
S	AVS Not Supported by Issuer.

## Settlement

Press:

F3

Password:

Enter

Press Enter to Confirm

Sales Amounts:

Enter

## Error Messages

<b>BAD CARD NUMBER 503 :</b>	Account number length is invalid, contains non-numeric characters.
<b>BAD CARD TYPE 504 :</b>	Card type is invalid, check the account number and retry transaction.
<b>INVALID AMOUNT 507 :</b>	Invalid transaction amount, verify the amount of sale and retry transaction.
<b>CALL HELP CENTER 539 :</b>	Error occurred on the Host System please contact Help Desk. (1-800-865-1164).
<b>RETRY-COMM ERROR 544 :</b>	Error occurred when uploading Batch, retry batch upload.
<b>AUTH-DECLINED 200 :</b>	Request another form of payment,
<b>AUTH-DECLINED 222 :</b>	Request another form of payment,
<b>LOST OR STOLEN CARD 215 :</b>	The card was reported lost or stolen by the Cardholder.
<b>NO ANSWER :</b>	The terminal does not detect a carrier tone from the Host.
<b>NO CARRIER :</b>	The terminal does not detect a carrier tone from the Host.
<b>CALL VOICE OPERATOR :</b>	Contact Visa/Master Card voice authorization.

## Instructions of Using MC/VISA Voice Authorization Line

<b>DIAL</b>	1-800-897-7530
<b>ENTER MERCHANT ID #</b>	Enter your merchant ID number (exp.8990000) followed by the pound sign to confirm.
<b>ENTER ACCOUNT #</b>	Enter credit card number followed by the pound sign to confirm.
<b>ENTER EXPIRATION DATE</b>	Enter EXP DATE (MM/YY) followed by the pound sign to confirm.
<b>ENTER TRANSACTION AMOUNT</b>	Enter amount of sale.
<b>PROCESSING.....</b>	Six digit authorization number is issued.

## WARNING

Please note that when obtaining an authorization number using the voice authorization line the sale is not automatically deposited to your account. The sale must be manually entered (FORCE/OFFLINE) to your terminal for the sale to be batched/deposited to your account.