

Restaurant - Terminal Capture

Quick Reference Card
For Tranz330, 380, 420, 460 Terminals

Sale (SWIPE)

Swipe Card

Enter Last 4 #'s:

Enter

Enter Server#:

Enter

Enter Amount:

Enter

Sale (MANUAL)

Press:

1

Enter Account #:

Enter

Exp Date
(MM/YY):

Enter

Enter Server#:

Enter

Phone Order
No = 0

Enter

Yes = 1

Enter

Street Address:

Enter

Zip Code:

Enter

Enter Amount:

Enter

Credit (RETURN)

Press:

Enter

Press:

1

Swipe Card or
Enter Account #:

Enter

Exp Date
(MM/YY):

Enter

Enter Server#:

Enter

Enter Amount:

Enter

Deposit/Settlement

Press:

9

Press:

0

Press:

Enter

When Batch
Settles Press:

Clear

Debit

Press:

6

0 = Sale

Enter

1 = Return

Enter

Swipe Card

Enter Server#:

Enter

Enter Amount:

Enter

Cash Back Amount:

Enter

*Enter Cashback Amount
or Press Enter to Bypass*

Enter Pin # on Pin Pad...

Press:

Enter

Prior Authorization Sale (Force)

Press:

4

Swipe Card or
Enter Account #:

Enter

Exp Date
(MM/YY):

Enter

Phone Order
No = 0

Enter

Yes = 1

Enter

Enter Server#:

Enter

Enter Amount:

Enter

Enter Authorization #:

Enter

Tip Adjustment

Press:

Enter

Press:

2

Press:

0

Press:

Enter

Enter Reference #:

Enter

Original Total of Sale Will Display

Press:

Enter

Enter Tip Amount:

Enter

Adjusted Total:

Enter

Adjustment

Press:

Enter

Press:

2

Press:

1

Press:

Enter

Enter Reference#:

Enter

Original Total of Sale Will Display

Press:

Enter

Enter New Sale Total:

Enter

Press:

0

Press:

Enter

Authorization Only

Press:

2

Swipe Card or
Enter Account #:

Enter

Enter Amount:

Enter

Exp Date
(MM/YY):

Enter

Phone Order
No = 0

Enter

Yes = 1

Enter

Enter Server#:

Enter

Zip Code:

Enter

Enter Amount:

Enter

Employee Tip Report

Press:

Enter

Press:

3

Current Batch # Displays

Press:

Enter

0 = Display

Enter

1 = Print

Enter

Press:

2

Press:

Enter

Press:

1

Press:

Enter

Report will Print or Display on the Screen

Reprint

Press:

Press:

Press:

Press:

0 = Last Receipt

1 = Other Receipt

*If Other Receipt
Enter Reference Number*

Enter Reference #:

Batch Reports

Press:

Press:

Current Batch # Displays

Press:

0 = Display

1 = Print

0 = Batch Total

1 = Detail Report

*Report Will Print or Display
on the Screen.*

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.

Error Messages

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

Instructions of Using MC/VISA Voice Authorization Line

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