

Quick Reference Guide

RETAIL APPLICATION



Hypercom® T7Plus and T7 Series



NOVA NETWORK

Quick Reference Guide

RETAIL APPLICATION

The Hypercom Quick Reference Guide is a condensed document that includes the most frequently performed functions and quick keys for use in a retail environment.

External PIN pads can be attached for supporting cardholder entry of PIN numbers.

CREDIT CARD SALE

- > Swipe card and press [ENTER]
- > Enter last 4 digits of card and press [ENTER]
- > Input \$ amount and press [ENTER]
- > Transaction is sent for authorization
- > If transaction is approved, provide Merchant Copy receipt for customer to sign
- > Print second receipt [YES/NO]
- > Provide Customer Copy receipt to customer

DEBIT SALE

- > Press [DEBIT]
- > Swipe card and press [ENTER]
- > Input \$ amount and press [ENTER]
- > Customer inputs PIN and presses [ENTER]
- > Input cash back amount and press [ENTER] (only if enabled)
- > If transaction is approved, Merchant Copy receipt prints
- > Print second receipt [YES/NO]
- > Provide Customer Copy receipt to customer

MANUAL SALE

- > Input account # and press [ENTER]
- > Input expiration date (MMYY) and press [ENTER]
- > Input \$ amount and press [ENTER]
- > Card Present? [YES/NO]
- > Input customer's address and zip code, then press [ENTER], if applicable
- > Transaction is sent for authorization
- > If transaction is approved, provide Merchant Copy receipt for customer to sign
- > Print second receipt [YES/NO]
- > Provide Customer Copy receipt to customer

REPRINT A RECEIPT

- > Press [REPRINT]
- > Press [ENTER] to reprint the most recent receipt or input invoice # and press [ENTER] to print a specific receipt
- > Select [1] for Merchant Copy or [2] for Customer Copy
- > Requested receipt prints

REFUND

- > Press [REFUND]
- > Swipe card and press [ENTER]
- > Input \$ amount and press [ENTER]
- > Transaction is sent for authorization
- > If transaction is approved, provide Merchant Copy receipt for customer to sign
- > Print second receipt [YES/NO]
- > Provide Customer Copy receipt to customer

DEBIT REFUND

- > Press [DEBIT] and then press [REFUND]
- > Swipe card and press [ENTER]
- > Input \$ amount and press [ENTER]
- > Customer inputs PIN number and presses [ENTER]
- > If transaction is approved, Merchant Copy receipt prints
- > Print second receipt [YES/NO]
- > Provide Customer Copy receipt to customer

CARD VERIFY

- > Press [VERIFY]
- > Swipe card and press [ENTER]
- > Input \$ amount and press [ENTER]
- > Terminal display will show "APPROVAL # OR DECLINE"

VOID

- > Press [VOID]
- > Input invoice # and press [ENTER]
The transaction amount displays
- > If the amount is correct, press [ENTER]
- > Transaction is sent for authorization
- > If transaction is approved, Merchant Copy receipt prints
- > Print second receipt [YES/NO]
- > Provide Customer Copy receipt to customer

CHECKS

- > Press [CHECK]
- > Follow terminal prompts (Terminal prompts will vary depending on check service provider)
- > If transaction is approved, provide Merchant Copy receipt for customer to sign
- > Print second receipt [YES/NO]
- > Provide Customer Copy receipt to customer

BATCH REVIEW

- > Press [REVIEW]
- > Press [BACKSPACE] to scroll through data for each transaction
- > Press [ENTER] to view the next transaction
- > Press [ENTER] to view the next transaction or press [CLEAR] to view the previous transaction

OFFLINE SALE

- > Press [OFFLINE]
- > Swipe card and press [ENTER]
- > Input \$ amount and press [ENTER]
- > Input approval code and press [ENTER]
- > If transaction is approved, provide Merchant Copy receipt for customer to sign
- > Print second receipt [YES/NO]
- > Provide Customer Copy receipt to customer

TOTALS

- > Press [TOTALS]
 - The batch is scanned
 - The total sales amount for the batch displays
- > Press [ENTER] to review the net sales by card type, and continue to do so, as needed
- > Press [CLEAR] to review previous card totals in the batch
 - When the last card total is shown, the terminal displays "NO MORE TOTALS"

SETTLEMENT

- > Press [SETTLE]
- > Enter password and press [ENTER]
- > Display shows sales amount total:
Sales Total \$XX.XX
- > Correct? [YES/NO]
 - If correct, press [ENTER]
 - If incorrect, press [CLEAR/NO]
- NOTE:** Determine what sales do not show in the total by running a batch audit report. Re-enter missing sales and run through settlement process again.
- > Display shows refund amount total:
Refund Total \$XX.XX
- > Correct? [YES/NO]
 - If correct, press [ENTER]
 - If incorrect, press [CLEAR/NO]
- NOTE:** Determine what refunds do not show in the total by running a batch audit report. Re-enter missing refunds and run through settlement process again.
- > If totals are correct, terminal will dial out, settle the batch, and print a settlement report

REPORTS

- > Press [REPORT]
- > 3 = Audit, 4 = Summary
 - Choose 3 for a detailed breakdown of all transactions
 - Choose 4 for a card type summary breakdown of all transactions
- > Terminal will print the selected report

FUNCTION KEYS

FUNCTION 9	Access an Authorization Only transaction
FUNCTION 10	Accesses date and time setting
FUNCTION 29	Use to view settlement status information
FUNCTION 74	Use to perform a card verification (pre-authorization) transaction
FUNCTION 82	Use to test the printer connected to the terminal
FUNCTION 83	Use to perform a display test
FUNCTION 84	Use to test your key pad
FUNCTION 89	Use to test the terminal card reader
FUNCTION 94	Use to test communication between the terminal the PIN pad
FUNCTION 95	Use to review the number of data transmission and reception errors for the terminal

