

Retail

**Sale:** Use this function to authorize and capture transactions for settlement. The customer may offer a card for payment in one of three ways: 1) By inserting a "smart card" (one with an embedded chip) into the smart card reader located at the front of the terminal or PIN pad, a technology that adds an extra layer of security. 2) By swiping the card through the magnetic stripe reader ; or 3) by tapping a contactless card.

Display	Action
Idle Menu	Touch Sale.
Enter Amount \$0.00	Key amount and press [ENTER].
Terminal May Prompt: Enter Tip Amount Or Press Cancel (X) To Skip	Enter tip amount or press Cancel (X) to print a blank tip line.
Terminal May Prompt: Please Enter PIN	Key PIN or press [ENTER] to bypass. (If the issuing bank doesn't allow PIN bypass, the transaction will be canceled and a receipt will print).
Please Present Card	Manually key card number if sale was not initiated by an insert, tap or swipe.
Terminal May Prompt: Waiting for PIN Entry	Key PIN and press [ENTER].
Terminal May Prompt: Approved \$\$. \$\$ Collect \$\$. \$\$ Accept Partial Amount No Yes	Touch desired option. If No is selected, transaction will be voided. Initiate a new transaction to collect full amount.
Host Response	Receipts print.

**Void:** Use this function to delete a transaction that is in the current batch.

Display	Action
Idle Menu	Touch Other.
Reprint Void Refund	Touch Void.
Enter Transaction SEQ # from Receipt.	Key sequence number and press [ENTER].
Amount \$0.00 Date M/DD/YY Time HH:MM Approval Code ##### Card # Token # ##### Cancel Ok	Touch Ok.
Performing Credit Reversal	
Print Customer Receipt? No Yes	Touch desired option.

**Return/Refund:** Use this function to issue a credit to the cardholder's account for goods or services.

Display	Action
Idle Menu	Touch Other.
Reprint Void Refund	Touch Refund.
Enter Amount \$0.00	Enter refund amount and press [ENTER].
Please Present Card	Insert, tap, swipe or manually key account number and press [ENTER].
Terminal May Prompt: Waiting for PIN entry	If prompted, have customer enter PIN on PINpad and press [ENTER].
Print Customer Receipt? No Yes	Touch desired option.

**Reprint:** Use this function to reprint the last transaction or any transaction stored in the terminals memory.

Display	Action
Idle Menu	Touch Other.
Reprint Void Refund	Touch Reprint.
Enter transaction SEQ # from receipt	Key sequence number and press [ENTER].
Re-printing receipt	Press Cancel (X) to return to idle prompt.

**Tip Adjustment:** Use this function to add the tip amount to a transaction that is in the current batch.

Display	Action
Idle Menu	Touch Other.
Enter Tips Reports Close Batch	Touch Enter Tips.
Enter Transaction SEQ # from Receipt.	Key sequence number and press [ENTER].
Trans Seq # Last 4 #### Trans Amt \$1.00 Tax \$0.00 Tip \$0.00 Total Amount \$1.00 Prev Edit Tip Next	Touch Edit Tip.
Enter Tip Sale Amount \$1.00 \$0.00	Key tip amount and press [ENTER].
Trans Seq # Last 4 #### Trans Amt \$1.00 Tax \$0.00 Tip \$0.10 Total Amount \$1.10 Prev Edit Tip Next	Press Cancel (X) to return to idle prompt.

**Pre-Auth:** Use this function to approve an amount on a credit card without storing the transaction in the terminal batch. A Pre-Auth must be Voided or Completed prior to end of day settlement of the batch.

Display	Action
Idle Menu	Touch Other.
Gift Card Help More	Touch More.
Auth	Touch Auth.
Pre-Auth Complete Tran Details Reprint Void Print Details	Touch desired option and follow terminal prompts.

**Reports:** Various types of detail and totals reports can be generated for transactions in the current batch (transactions that have not yet been settled).

Display	Action
Idle Menu	Touch Other.
Enter Tips Reports Close Batch	Touch Reports.
Print Reports Host Reports	Touch Print Reports.
Batch Card Tran Totals Totals Details	Touch the desired report to print.
Batch Server Server History Totals Details	
Pending Open Pre-Auth Tips	
Printing Report.....	Press Cancel (X) to return to 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. These procedures are only necessary if Auto Close is disabled.

Display	Action
Idle Menu	Touch Other.
Enter Tips Reports Close Batch	Touch Close Batch.
Dialing.....	Terminal communicates with the host for approval.
Batch Close Complete	Press Cancel (X) to return to idle prompt.

## FD Series – Retail Quick Tips

<b>MANUAL CARD ENTRY (Credit, gift, EBT and loyalty cards only)</b>	
DISPLAY	ACTION
Idle Menu	Touch display button that corresponds to card type.
Card Type Menu	Touch display button that corresponds to transaction type.
Swipe or Enter CARD #	Enter card number and press [ENTER].
EXPIRE DATE MMY	Enter expiration date, press [ENTER], and then follow prompts based on the transaction type being processed.
Accept Partial Approval YES or NO	Touch desired option
Host Response	Receipts print.

<b>SALES TRANSACTION (Note: Card swipe defaults to a CREDIT SALE)</b>	
DISPLAY	ACTION
Idle Menu	Swipe card or touch display button that corresponds to card type.
Card Type Menu	Touch display button that corresponds to transaction type.
Swipe or Enter CARD #	Swipe card.
ENTER AMOUNT	Enter sale amount and press [ENTER].
Customer Enter PIN	If prompted, customer enter PIN on PIN pad and press [ENTER].
LOYALTY CARD?	If prompted, touch <YES> to enter loyalty card or touch <NO>.
Accept Partial Approval YES or NO	Touch desired option. If No is selected, transaction will be voided. Initiate a new transaction to collect full amount.
Host Response	Receipts print.

<b>VOID / REVERSAL</b>	
DISPLAY	ACTION
Idle Menu	Touch display button that corresponds to the card type.
Card Type Menu	Touch <VOID> on display.
Transaction Detail Menu	Touch <LAST> to void last transaction; or touch <SEQ> or <PAN> and enter information from receipt, press [ENTER].
Transaction Display	Select transaction, touch <YES> or <NO>.
Press YES to Confirm!	Verify selected transaction, touch <YES> or <NO>.
Host Response	Receipts print.

<b>RETURN / REFUND</b>	
DISPLAY	ACTION
Idle Menu	Touch display button that corresponds to the card type.
Card Type Menu	Credit, Debit and Gift: Touch <RETURN> on display. EBT: Touch type and then <RETURN> on display.
Swipe or Enter CARD #	Swipe card.
ENTER AMOUNT	Enter refund amount and press [ENTER].
Customer Enter PIN	If prompted, customer enter PIN on PINpad and press [ENTER].
Host Response	Receipts print.

<b>BALANCE INQUIRY</b>	
DISPLAY	ACTION
Idle Menu	Touch <CREDIT>
Card Type Menu	Touch <BALNCE> on display.
Swipe or Enter CARD #	Swipe card.
Host Response	Receipts print.

<b>PRE-AUTHORIZATION (Auth Only Completion or Voice Approval)</b>	
DISPLAY	ACTION
Idle Menu	Touch <CREDIT>, <GIFT> or <EBT> on display.
Card Type Menu	Credit and Gift: Touch <PRE-AUTH> on display. EBT: Touch <VCHR> and <SALE> on display.
Swipe or Enter CARD #	Swipe card.
ENTER AMOUNT	Enter amount and press [ENTER].
ENTER AUTH CODE	Enter authorization code and press [ENTER].
Host Response	Receipts print.

<b>LOYALTY ONLY TRANSACTIONS</b>	
DISPLAY	ACTION
Idle Menu	Touch <LOYALTY> on display.
Loyalty Transaction Menu	Touch <SALE>, <REDEEM>, <ADD>, <UPDATE>, <INQUIRY>, <MORE>, <RETURN> or <VOID> on display.
Swipe/Enter loyalty card#	Swipe or enter loyalty card or requested data and press [ENTER].
Additional prompts	Enter requested data and follow prompts on display.
Host Response	Receipts print.

<b>REPRINT RECEIPT</b>	
DISPLAY	ACTION
Idle Menu	Touch <MORE> on display.
Main Menu	Touch <REPRNT> on display.
CREDIT LOYALTY	Touch <CREDIT> or <LOYALTY>.
Reprint Receipt Menu	Touch <LAST>, <SEQ> or <PAN> on display.
PRINT RECEIPT?	Verify sequence number, touch <YES> or <NO>.
Reprint Receipt Menu	Touch <MERCH>, <CUST> or <BOTH> on display.
Host Response	Receipts print.

<b>HOST LOADS</b>	
DISPLAY	ACTION
Idle Menu	Touch <MORE> on display.
Main Menu	Touch <SETUP> on display.
Setup Menu	Touch <HOST LOAD> on display.
Host Load Menu	Touch <TABLE>, <PHONE> or <DATE/TIME> on display.

<b>VIEW / EDIT / PRINT PARAMETERS</b>	
DISPLAY	ACTION
Idle Menu	Touch <MORE> on display.
Main Menu	Touch <SETUP> on display.
Setup Menu	Touch <PARAM> on display.
Parameter Menu	Touch <VIEW>, <EDIT>, <PRINT> on display.

<b>END OF DAY BALANCING PROCEDURES</b>	
<b>Host Totals/Settlement</b>	
DISPLAY	ACTION
Idle Menu	Touch <MORE> on display.
Main Menu	Touch <SETTLE> on display.
Settle Menu	Touch <DAY> on display.
Host Response	Terminal and Host Reports print.

<b>24 Hour Customer Support: 1-800-733-3322</b>	<b>Merchant #</b> _____
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