OMNI 3200 QUICK REFERENCE GUIDE

VSYR022 (SOFTPAY)
RESTAURANT
ETC TYPE 7 APPLICATION

Credit Sale

1 **Press F2 key on the Terminal.**

If debit is activated, choose **CREDIT** when prompted to select sale type.
Manually enter card information.
- Key in card number and press **ENTER.**
- Key in card expiration date and press **ENTER.**
  (Example: for December 2001, enter 1201)

2 **Swipe card through vertical slot as shown on terminal***

NOTE:Prompting messages vary based on card type and setup. Terminal may display the following prompts:
- Invoice Number? Key the appropriate information, press **ENTER.**
- Server ID? Key the appropriate information, press **ENTER.**

3 **Key in dollar amount of transaction, then press ENTER.**

- Miscellaneous Amount? Key the appropriate information, press **ENTER.**
- Tip Amount? Key the appropriate information, press **ENTER.**
- Print Customer Copy? Press **F2** for yes, **F1** for no.

4 **Transaction complete.**

Terminal displays transaction response (see "Response Codes" below). Receipt prints if transaction is approved.
- **Have customer sign receipt and place in cash register drawer.**

Credit Return/Refund

1 **Press F3 key on the terminal.**

If debit is activated, choose **CREDIT** when prompted to select refund type.
Manually enter card information.
- Key in card number and press **ENTER.**
- Key in card expiration date and press **ENTER.**
  (Example: for December 2001, enter 1201)

2 **Swipe card through vertical slot as shown on terminal*.**

NOTE:Prompting messages vary based on card type and setup. Terminal may display the following prompts:
- Invoice Number? Key the appropriate information, press **ENTER.**
- Server ID? Key the appropriate information, press **ENTER.**

3 **Key in dollar amount of transaction,then press ENTER.**

- Miscellaneous Amount? Key the appropriate information, press **ENTER.**
- Tip Amount? Key the appropriate information, press **ENTER.**
- Print Customer Copy? Press **F2** for yes, **F1** for no.

4 **Transaction complete - Return/Refund captured.**

After Return/Refund is captured, terminal prints copy of Return/Refund voucher.
- **Have customer sign receipt and place in cash register drawer.**

Credit Ticket Only

When given an approval code by an operator, you must complete a Credit Ticket Only transaction to enter item into terminal and print receipt for customer to sign.

1 **Press ↓ key on the terminal then press F1 to select Ticket Only.**

Manually enter card information.
- Key in card number and press **ENTER.**
- Key in card expiration date and press **ENTER.**
  (Example: for December 2001, enter 1201)

2 **Key in dollar amount of transaction,then press ENTER.**

NOTE:Prompting messages vary based on card type and setup. Terminal may display the following prompts:
- Invoice Number? Key the appropriate information, press **ENTER.**
- Server ID? Key the appropriate information, press **ENTER.**

3 **Key in dollar amount of transaction, then press ENTER.**

- Miscellaneous Amount. Key the appropriate information, press **ENTER.**
- Tip Amount? Key the appropriate information, press **ENTER.**
- Auth Code? Key the appropriate information, press **ENTER.**
- Print Customer Copy? Press **F2** for yes, **F1** for no.

Debit Sale

1 **Press F2 key on the terminal.**

2 **Swipe card through vertical slot as shown on terminal.**

(All debit card transactions must be swiped; debit card numbers may not be entered manually.)
- Choose **DEBIT** when prompted to select Sale type.
- Server ID? Key the appropriate information, press **ENTER.**

3 **Key in Debit Sale amount and press ENTER.**

NOTE:Prompting messages vary based on card type and setup. Terminal may display the following prompts:
- Misc. Amount? Key the appropriate information, press **ENTER.**
- Tip Amount? Key the appropriate information, press **ENTER.**
- Cash Back? Key the appropriate information, press **ENTER.**

4 **Customer enters PIN to complete transaction.**

Customer must key in private Personal Identification Number and press **ENTER** on PIN pad.
- Print Customer Copy? Press **F2** for yes, **F1** for no.

5 **Transaction complete.**

Terminal displays transaction response (see "Response Codes" below). Receipt prints if transaction is approved.
- **Have customer sign receipt and place in cash register drawer.**

Debit Return/Refund

1 **Press F3 key on the terminal.**

2 **Swipe card through vertical slot as shown on terminal.**

(All debit card transactions must be swiped; debit card numbers may not be manually entered.)
- Choose **DEBIT** when prompted to select Sale type.
- Server ID? Key the appropriate information, press **ENTER.**

3 **Key in debit refund amount and press ENTER.**

NOTE:Prompting messages vary based on card type and setup. Terminal may display the following prompts:
- Misc. Amount? Key the appropriate information, press **ENTER.**
- Tip Amount? Key the appropriate information, press **ENTER.**

4 **Customer enters PIN to complete transaction.**

Customer must key in private Personal Identification Number and press **ENTER** on PIN pad. Give customer a copy of the refund slip.
- Print Customer Copy? Press **F2** for yes, **F1** for no.

Terminal Responses

▶ **Definitions:**

- **Call Center**
  – Operator should call the credit authorization center.

- **Declined**
  – The authorization for the transaction has been declined.

- **Invalid Card #**
  – The credit card presented is not acceptable for payment.

- **Invalid Tran Type**
  – Incorrect transaction attempted.

- **Invalid Merch #**
  – Invalid merchant # for the transaction attempted.

- **Invalid Amount**
  – Authorization request must be for at least $1.00.

- **Inv Batch Seq**
  – Improper procedures have created an invalid terminal condition.

- **Force $XXXXX.XX**
  – The batch was closed with an error condition.

- **Invalid $XXXXX.XX**
  – An invalid cardholder # was detected in the batch during the close process.

- **Close $XXXXX.XX**
  – The response for a normal close transaction.

Card Name	Merchant Number	Phone Number
Amex:		
Diners:		
Discover:		
VISA/MC:		
Customer Support:		

Additional Terminal Functions

▶ **Tip Adjust.**

Press **TIP ADJUST** key on the terminal.
- Enter **PASSWORD.**

Terminal Displays Retrieve By:

Srvr	**F1**
Amt	**F2**
Acct	**F3**
Inv#	**F4**

Select appropriate option

Terminal Displays:

Tran Type	**Adj**	**F1**
Card#	**Next**	**F2**
Amt		

Select appropriate option
- If Adjust, adjust the tip amount, press **ENTER.**
- If Next, next transaction displays for edit.

▶ **Void a Credit Transaction.**

Press **F4** key on the terminal.
- Void Last Transactions. Press **F1** for no, **F2** for yes.
  A. If no,

Terminal Displays Retrieve By:

Inv #	**F1**
Acct #	**F2**

Select appropriate option.

Terminal Displays Retrieve By:

Card #	**No**	**F1**
Amount #	**Yes**	**F2**
	Next	**F3**

Select appropriate option.
- If no, transaction will be cancelled, press CLEAR.
- If yes, refer to step B.
- If next, terminal displays next item to be voided.
  (Refer to steps A or B)
  B. If yes, transaction will be voided.
- Print Customer Copy? Press **F2** for yes, **F1** for no.

▶ **Settlement.**

Press ↓ key until desired option appears.

Terminal Displays:

Sales:	**$0.00**
Refunds	**$0.00**
Total:	**$0.00**

Enter to confirm
- Press **ENTER** to confirm.

▶ **Batch Review.**

Press ↓ key until desired option appears.
- Enter **PASSWORD.**

Terminal Displays Retrieve By:

Press **F1** for Srvr, **F2** for Amt, **F3** for Acct or **F4** for Inv#.
- If Srvr, key in the clerk ID and press **ENTER.**
- If Amt, key in the total transaction amount and press **ENTER.**
- If Acct, key in the last 5 digits and press **ENTER.**
- If Inv#, key in the invoice # and press **ENTER.**

For each option selected terminal displays:

Tran Type	**Adj**	**F1**
Card#	**Prnt**	**F2**
Amt	**Void**	**F3**
	Next	**F4**

- If Adj, adjust by:
  F1 for Amt, **F2** for tip, **F3** for clerk, or **F4** for Appv.
  (select an option and key in the appropriate data, press **ENTER**)

NOTE:If amt or tip selected adjust trans.
- If Prnt, terminal will print a duplicate receipt.
- If Void, terminal will void selected transaction.
- If Next, terminal will display next transaction.

▶ **View Batch Totals.**

Press ↓ key until desired option appears.

Terminal Displays Retrieve By:

Sales:	**$0.00**
Returns:	**$0.00**
Totals:	**$0.00**

▶ **Reprint Receipt.**

Press **F1** for last receipt, **F2** for any receipt.
- If any receipt, key in invoice# and press **ENTER.**

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