

# TRANZ 380 QUICK REFERENCE GUIDE

FBAT384  
RETAIL/DIRECT MARKETING  
ETC TYPE 7 APPLICATION



## Credit Sale

### 1 Press ONE key on the terminal.

If debit is activated, choose **CREDIT** when prompted to select sale type.

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

\* If the magnetic stripe cannot be read by the terminal, a sales slip must be imprinted with the credit card information to verify that the card was present at the time of the transaction. Failure to imprint the card may result in a chargeback.

For manual entry:

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

### 3 CVV2 Indicator - Choose the appropriate Value.

0 = Skip            1 = Present  
2 = Can't Read    9 = Not Present

**NOTE:**If option "1 = Present" was chosen you will be prompted to enter the CVV2 value on the card.

- Key in the CVV2 value and press **ENTER**.

### 4 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:

- Tax Amount. Key the appropriate information, press **ENTER**.
- Operator ID: Key the appropriate information, press **ENTER**.
- Invoice Number. Key the appropriate information, press **ENTER**.
- Recurring Y/N? (Press **9** for yes, **6** for no.)
- Phone Order Y/N? (Press **9** for yes, **6** for no.)  
(If yes refer to AVS instructions.)
- E-Commerce Y/N? (Press **9** for yes, **6** for no.)  
(If yes refer to E-Commerce instructions.)
- Card Present Y/N? (Press **9** for yes, **6** for no.)  
(If yes refer to AVS instructions.)
- Customer Code. Key the appropriate information, press **ENTER**.

### 5 Transaction complete - Sale Captured.

- Receipt prints if transaction is approved. Wait till finished.
- Have customer sign receipt and place in cash register drawer.
- Terminal displays transaction response. Press Clear.

## Credit Return/Refund

### 1 Press TWO key on the terminal.

If debit is activated, choose **CREDIT** when prompted to select refund type.

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

For manual entry:

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

### 3 Key in refund amount and press ENTER.

**NOTE:**Prompting messages vary based on card type and setup. Terminal may display the following prompts:

- Tax Amount. Key the appropriate information, press **ENTER**.
- Operator ID: Key the appropriate information, press **ENTER**.
- Invoice Number. Key the appropriate information, press **ENTER**.
- Customer Code. Key the appropriate information, press **ENTER**.

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

- Receipt prints if transaction is approved. Wait till finished.
- Have customer sign receipt and place in cash register drawer.
- Terminal displays transaction response. Press Clear.

## 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 FIVE key on the terminal.

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:

- Tax Amount. Key the appropriate information, press **ENTER**.
- Total Auth Amount. Key the appropriate information, press **ENTER**.
- Operator ID: Key the appropriate information, press **ENTER**.
- Invoice Number. Key the appropriate information, press **ENTER**.
- Phone Order Y/N? (Press **9** for yes, **6** for no.)  
(if yes was chosen then you will get a prompt for Order Number)  
- Order Number? Key the appropriate information, press **ENTER**
- Customer Code. Key the appropriate information, press **ENTER**.
- Enter Auth Code. Key the appropriate information, press **ENTER**.
- AVS Response. Key the appropriate information, press **ENTER**.
- ACI. Key the appropriate information, press **ENTER**.
- TID. Key the appropriate information, press **ENTER**.

### 3 Transaction complete - Ticket Only captured.

- Receipt prints if transaction is approved. Wait till finished.
- Have customer sign receipt and place in cash register drawer.
- Terminal displays transaction response. Press Clear.

## Debit Sale

### 1 Press ONE key on the terminal.

Choose **DEBIT (ATM)** when prompted to select sale type.

### 2 Key in Debit Sale amount and press ENTER.

- Tax Amount? Key the appropriate information, press **ENTER**.
- Cash Back? Key the appropriate information, press **ENTER**.

### 3 Swipe card through vertical slot as shown on pinpad.

**NOTE:** All debit card transactions must be swiped;debit card numbers may not be entered manually.

### 4 Customer enters PIN at the pinpad, then press ENTER..

**NOTE:** Prompting messages vary based on card type and setup. Terminal may display the following prompts:

- Operator ID: Key the appropriate information, press **ENTER**.
- Invoice Number. Key the appropriate information, press **ENTER**.

### 5 Transaction complete - Debit Sale captured.

- Receipt prints if transaction is approved. Wait till finished.
- Have customer sign receipt and place in cash register drawer.
- Terminal displays transaction response. Press Clear.

## Debit Return/Refund

### 1 Press TWO key on the terminal.

Choose **DEBIT (ATM)** when prompted to select sale type.

### 2 Key in Debit Refund amount, then press ENTER.

- Tax Amount? Key the appropriate information, press **ENTER**.

### 3 Swipe card through vertical slot as shown on pinpad.

**NOTE:** All debit card transactions must be swiped;debit card numbers may not be entered manually.

### 4 Customer enters PIN at the pinpad, then press ENTER..

**NOTE:** Prompting messages vary based on card type and setup. Terminal may display the following prompts:

- Operator ID: Key the appropriate information, press **ENTER**.
- Invoice Number. Key the appropriate information, press **ENTER**.

### 5 Transaction complete - Debit Return/Refund captured.

- Receipt prints if transaction is approved. Wait till finished.
- Have customer sign receipt and place in cash register drawer.
- Terminal displays transaction response. Press Clear.

## Address Verification (AVS)

Visa and MasterCard offer the Address Verification Service (AVS) to merchants. This service reduces chargebacks by allowing merchants to check customers' addresses and/or ZIP codes against their credit card account numbers while performing authorizations.

Address verification is usually performed for manually entered sales, mail/phone orders and other transactions in which the credit card is not present. If your terminal prompts for AVS address or ZIP code verification, please follow these steps.

### ▶ If your terminal prompts AVS Address?

Enter only the first five numeric digits (or up to the first space) of the customers home address; do not attempt to enter any alpha characters for street names.

Example: If address is ...	You enter ...
One Main Street	1
123 First Ave.	1 2 3
23 Main St., No. 56	2 3
4567 Main St, Apt. 89	4 5 6 7
34567 Main St., Apt. C-12	3 4 5 6 7

- Press **ENTER**.

### ▶ If your terminal prompts for AVS ZIP?

- Enter the customers 5 or 9 digit ZIPcode, press **ENTER**.

### ▶ Transaction complete. Sale captured.

- Receipt prints if transaction is approved. Wait till finished.
- Have customer sign receipt and place in cash register drawer.
- Terminal displays transaction response. Press Clear.

If address information was entered, a one-character verification response code is returned along with the approval code. Please consult your financial institution for a current list of verification response codes and information regarding the use of these codes.

- A - Address matches, ZIPcodes does not match.
- E - Ineligible transaction.
- N - Address and ZIPcode do not match.
- R - Re-enter, system unavailable.
- S - Service not supported.
- U - Address information not available.
- W - Nine digit ZIPcode matched, address does not match.
- X - Exact match of address and nine digit ZIPcode.
- Y - Five digit ZIPcode matches, address does not.

## E-Commerce

E-commerce transactions are those where the cardholder supplies their credit card information to the merchant over the Internet.

E-commerce transactions must be properly identified in the authorization request sent to Visa or MasterCard. If you accept E-commerce transactions your terminal will prompt you to identify those transactions.

### ▶ If your terminal prompts for E-commerce?

- Press 9 for yes, 6 for no.
- If yes is selected and the card is a Visa, the following prompts will occur:
  - 7 = Channel Encrypted
  - 8 = Non-Secure
- If the customers order information was entered on a secure order page press "7". If the customers order information was delivered via e-mail or another non-secure method, press "8".

**NOTE:** For additional information or questions regarding E-commerce transaction requirements, please contact your financial institution.

## Additional Terminal Functions

### ▶ Void A Credit Transaction.

- Press **FOUR** key on the terminal.
- Enter item # or press **ENTER** for the last transaction.
- If correct item is displayed, then press **ENTER**.
- Screen will display Void-Press **ENTER**, press the **ENTER** key.
- Terminal will display **ENTER** to confirm.
- Hit **ENTER** one more time to void transaction.

**NOTE:** Debit transactions cannot be edited or voided.

### ▶ View A Credit Transaction.

- Press **BLUE** function key, then the **ONE** key.
- Enter card type, press the **ENTER** key.
- Enter item # or press **ENTER** for the first transaction.
- Hit the **ENTER** key to scroll till desired item is displayed.
- Use the \* or # keys to scroll through the detail of the transaction.

**Terminal Displays:**

Item#	Trans Type	Total Amount
001	S	\$\$\$\$.cc

### ▶ View Terminal Totals.

- Press **BLUE** function key, then the **TWO** key.
- Select 1 for Card Totals, or 2 for Operator ID totals.
- If Option 1 Card Totals was chosen the following prompt displays:
  - Enter Card Type. Key in card type or press **ENTER**.

**Terminal Displays:**

Trans Type	Count	Total Amount
TT	S	\$\$\$\$.cc

- If Option 2 Operator ID Totals was chosen the following prompt displays:

**Terminal Displays:**

Count	Operator	Operator Amount
N	NN	\$\$\$\$.cc

### ▶ Close Batch.

- Press **NINE** key on the terminal.
- Enter **AMOUNT**. Key the appropriate information, press **ENTER**.
- Reporting Y/N? (Press **9** for yes, **6** for no).
- If yes was chosen the terminal will prompt for Print Option.
  - Option 1 = Detail Report
  - Option 2 = Totals

**NOTE:** All reports must be printed prior to settlement. If your terminal is set for **AUTO CLOSE**, it will automatically close and print a closing report at the preset time each day.

### ▶ Reprint a Receipt.

- Press **BLUE** Function key, then the **FIVE** key .
- Terminal will display Print Option?
- Press the **THREE** key for reprint.
- Terminal will display Enter Item #.
- Key the appropriate information, then press the **ENTER** key.

Card Name	Merchant Number	Phone Number
<b>Amex:</b>		
<b>Diners:</b>		
<b>Discover® Network:</b>		
<b>VISA/MC:</b>		
<b>Customer Support:</b>		