

TALENTO QUICK REFERENCE GUIDE



Credit Sale

1 Press Sale ▲ key on the Terminal.

For manual entry:

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

2 Swipe card through horizontal slot as shown on terminal*

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

- Enter CVV2 Info. Key the appropriate information, press **ENTER**.
• If no data entered select appropriate option.

Unable to Read Not Avail Not on Card
▲ ▲ ▲

- Enter Server #. Key the appropriate information, press **ENTER**.
- Enter Table #. Key the appropriate information, press **ENTER**.

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

Terminal Displays:
Tip Options

% 0 \$
▲ ▲ ▲

- Make appropriate selection or press **ENTER**.

Terminal Displays:

Amount OK? \$0.00
Cancel/No Enter/Yes

- If Yes, proceed with transaction.
- If No, begin another transaction.

- Enter Invoice Number. Key the appropriate information, press **ENTER**.

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 → key on the terminal then press left ▲ to select Refund.

For manual entry:

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

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

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

- Enter Server #. Key the appropriate information, press **ENTER**.
- Enter Table #. Key the appropriate information, press **ENTER**.

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

Terminal Displays:

Amount OK? \$0.00
Cancel/No Enter/Yes

- If Yes, proceed with transaction.
- If No, begin another transaction.

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 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 twice press middle ▲ to select Ticket Only.

For manual entry:

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

2 Swipe card through horizontal slot as shown on terminal*

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

- Enter Server #. Key the appropriate information, press **ENTER**.
- Enter Table #. Key the appropriate information, press **ENTER**.

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

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

Terminal Displays:

Tip Options
% 0 \$
▲ ▲ ▲

- Make appropriate selection or press **ENTER**.

Terminal Displays:

Amount OK? \$0.00
Cancel/No Enter/Yes

- If Yes, proceed with transaction.
- If No, begin another transaction.

- Enter Auth Code. Key the appropriate information, press **ENTER**.

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.**

Debit Sale

1 Press middle ▲ key on the terminal then select Debit Sale.

2 Swipe card through horizontal slot as shown on terminal.

(All debit card transactions must be swiped; debit card numbers may not be entered manually.)

- Enter Server #. Key the appropriate information, press **ENTER**.
- Enter Table #. Key the appropriate information, press **ENTER**.

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

Terminal Displays:

Tip Options

% 0 \$
▲ ▲ ▲

- Make appropriate selection or press **ENTER**.

Terminal Displays:

Amount OK? \$0.00
Cancel/No Enter/Yes

- If Yes, proceed with transaction.
- If No, begin another transaction.

- Enter Cash Back. Key the appropriate information, press **ENTER**.

4 Customer enters PIN to complete transaction.

Terminal displays transaction response (see "Response Codes" below).
Receipt prints if transaction is approved.

Debit Return/Refund

1 Press → key on the terminal then press middle ▲ to select Debit Refund.

2 Swipe card through horizontal slot as shown on terminal.

(All debit card transactions must be swiped; debit card numbers may not be entered manually.)

- Enter Server #. Key the appropriate information, press **ENTER**.
- Enter Table #. Key the appropriate information, press **ENTER**.

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

Terminal Displays:

Amount OK? \$0.00
Cancel/No Enter/Yes

- If Yes, proceed with transaction.
- If No, begin another transaction.

4 Customer enters PIN to complete transaction.

Terminal displays transaction response (see "Response Codes" below).
Receipt prints if transaction is approved.

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.

Terminal Displays:

Adjust Tip By:

| | | |
|--------|--------|-----|
| Item # | Serv # | All |
| ▲ | ▲ | ▲ |

- Based on selection,

Terminal Displays:

Item \$0.00

| | | |
|------|------|------|
| View | Edit | Next |
| ▲ | ▲ | ▲ |

- Select View to view a transaction.
- Select Edit to adjust the tip amount.
- Select Next to go to next transaction.
- Terminal display varies based on selection.

▶ Void a Transaction.

Press → key on the terminal then press ▲ right to select Void.

Terminal Displays:

Void By:

| | | |
|----------------|--------|-----|
| Void By Item # | Acct # | All |
| ▲ | ▲ | ▲ |

- If Void By Item #, enter item #.
- If Acct #, swipe or key card number.
- If All

Terminal Displays:

Item \$0.00

| | | |
|------|------|------|
| View | Void | Next |
| ▲ | ▲ | ▲ |

▶ Batch Review.

Press FN on the terminal.

Terminal Displays:

Enter Manager Password.

- Key in appropriate information.

Select left ▲ to select Batch Menu.

Press → key for additional options.

Select right ▲ to select Batch Review.

Terminal Displays:

Batch Review

| | | |
|-------|------|------|
| Item# | Last | Find |
| ▲ | ▲ | ▲ |

- If Item #, enter item #.

Based on selection

Terminal Displays:

Item \$0.00

| | | |
|------|-------|------|
| View | Print | Next |
| ▲ | ▲ | ▲ |

▶ Batch Menu.

Press FN on the terminal.

Terminal Displays:

Enter Manager Password.

- Key in appropriate information.

Select left ▲ to select Batch Menu.

Terminal Displays:

| | | |
|-------------|--------------|-------------|
| Batch Close | Clerk Report | Term Report |
|-------------|--------------|-------------|

Press → key for additional options.

| | | |
|----------------|-------|--------------|
| History Report | Erase | Batch Review |
|----------------|-------|--------------|

Press → key for additional options.

Deposit Inquiry

▶ Close Batch.

Press Close Key on terminal or FN on the terminal.

Terminal Displays:

Enter Manager Password.

- Key in appropriate information.

• Enter **AMOUNT.**

Note: All reports must be printed prior to settlement.

▶ Reprint Receipt.

Press Reprint key on terminal to reprint by item number or view a transaction.