ECLIPSE
QUICK REFERENCE GUIDE

NG FD
RETAIL/DIRECT MARKETING
CVV2/E-COMMERCE
ETC TYPE 7 APPLICATION

Credit Sale

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

*NOTE: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:
• Touch **CREDIT** on display, then touch **SALE**.
• Key in card number and press **ENTER**.
• Key in card expiration date and press **ENTER**.
  (Example: for December 2001, enter 1201)

2 CVV2 Indicator–touch the screen for appropriate response.

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**.

3 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**.
• Clerk ID? Key the appropriate information, press **ENTER**.
• Invoice Number? Key the appropriate information, press **ENTER**.
• Recurring Order Y/N? Touch the screen for appropriate response.
• Phone Order Y/N? Touch the screen for appropriate response.
  (If yes refer to AVS instructions.)
• E-Commerce Y/N? Touch the screen for appropriate response.
  (If yes refer to E-Commerce instructions.)
• Card Present Y/N? Touch the screen for appropriate response.
  (If yes refer to AVS instructions.)
• Customer Code? Key the appropriate information, press **ENTER**.

4 Transaction complete–sale captured.

• Receipt prints if transaction is approved.
• Print customer receipt Y/N? Touch the screen for appropriate response.
• Terminal displays transaction response, press **CLEAR**.
• Have customer sign receipt and place in cash register drawer.

Credit Return/Refund

1 Touch CREDIT on display screen, then touch REFUND.

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 and press **ENTER**.
  (Example: for December 2001, enter 1201)

3 Key in dollar amount of transaction,then pres 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**.
• Clerk ID? Key the appropriate information, press **ENTER**.
• Invoice Number? Key the appropriate information, press **ENTER**.

4 Transaction complete–return/refund captured.

• Receipt prints if transaction is approved.
• Print customer receipt Y/N? Touch the screen for appropriate response.
• Terminal displays transaction response, press **CLEAR**.
• Have customer sign receipt and place in cash register drawer.

Credit Ticket Only

1 Touch CREDIT on the display screen, then touch TKTONLY.

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

*NOTE:When given an approval code by an operator, you must complete a Credit Ticket Only transaction to enter the item into the terminal and print a receipt for the customer to sign.
For manual entry:
• Key in card number and press **ENTER**.
• Key in card expiration date and press **ENTER**.
  (Example: for December 2001, enter 1201)

3 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**.
• Enter Auth Code. Key the appropriate information, press **ENTER**.
• Clerk ID? Key the appropriate information, press **ENTER**.
• Invoice Number? Key the appropriate information, press **ENTER**.
• Phone Order Y/N? Touch the screen for appropriate response.
  (If yes refer to AVS instructions.)
• Customer Code? Key the appropriate information, press **ENTER**.

4 Transaction complete–ticket only captured.

• Receipt prints if transaction is approved.
• Print customer receipt Y/N? Touch the screen for appropriate response.
• Terminal displays transaction response, press **CLEAR**.
• Have customer sign receipt and place in cash register drawer.

Debit Sale.

1 Touch OTHER on the display screen, then touch DEBIT.

2 Touch DEBIT SALE on display screen.

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

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

4 Key in debit sale amount,then press ENTER.

NOTE:Prompting messages vary based on card type and setup. Terminal may display the following prompts:
• Cashback Amount? Key the appropriate information, press **ENTER**.
• Verify Amount Y/N? Touch the screen for appropriate response.

5 Customer enters PIN to complete transaction.

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

6 Transaction complete–debit sale captured.

• Receipt prints if transaction is approved.
• Print customer receipt Y/N? Touch the screen for appropriate response.
• Terminal displays transaction response, press **CLEAR**.
• Have customer sign receipt and place in cash register drawer.

Debit Return/Refund

1 Touch OTHER on display screen,then touch DEBIT.

2 Touch DEBIT REFUND on display screen..

3 Swipe card through vertical slot as shown on terminal.

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

4 Key in debit refund amount, then press ENTER.

5 Customer enters PIN to complete transaction.

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

6 Transaction complete–debit return/refund captured.

• Receipt prints if transaction is approved.
• Print customer receipt Y/N? Touch the screen for appropriate response.
• Terminal displays transaction response, press **CLEAR**.
• Have customer sign receipt and place in cash register drawer.

E-Commerce

1 Touch CREDIT on display screen, then touch SALE.

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

2 CVV2 Indicator–touch the screen for appropriate response.

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.

3 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.
- Clerk ID? Key the appropriate information, press ENTER.
- Invoice Number? Key the appropriate information, press ENTER.
- Recurring Order Y/N? Touch the screen for appropriate response.
- Phone Order Y/N? Touch the screen for appropriate response.
- E-Commerce Y/N? Touch the screen for appropriate response.
  (If yes was select the following prompts will occur)
  5 = SETwith CERT   6 = SETno CERT
  7 = Channel Encrypted 8 = Non Secure
  – If "5 = SETwith CERT" was selected the following prompts appear.
     – MERCH SET CERT. Key the appropriate information, press ENTER.
     – CUSTSETCERT. Key the appropriate information, press ENTER.
     – ENTER XID. Key the appropriate information, press ENTER.
     – TRANS STAIN. Key the appropriate information, press ENTER.
  – If "6 = SETno CERT" was selected the following prompts appear.
     – MERCH SET CERT. Key the appropriate information, press ENTER.
     – ENTER XID. Key the appropriate information, press ENTER.
     – TRANS STAIN. Key the appropriate information, press ENTER.
  – If "7 = Channel Encrypted or 8 = Non Secure" was selected proceed with next prompt.
- Order Number? Key the appropriate information, press ENTER.
- Customer Code? Key the appropriate information, press ENTER.
- AVS Address? (see customer address instructions)
- AVS Zip Code? Key the 5 or 9 digit Zip Code, press ENTER.

6 Transaction complete–sale captured.

- Receipt prints if transaction is approved.
- Print customer receipt Y/N? Touch the screen for appropriate response.
- Terminal displays transaction response, press CLEAR.
- Have customer sign receipt and place in cash register drawer.

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Address Verification (AVS)

1 Touch CREDIT on display screen, then touch SALE.

NOTE:These procedures generally are used for manual entries, mail orders, telephone orders and other transactions in which a credit card is not present.If your terminal prompts for address verification, please follow these steps.

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

2 CVV2 Indicator–touch the screen for appropriate response.

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.

3 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.
- Clerk ID? Key the appropriate information, press ENTER.
- Invoice Number? Key the appropriate information, press ENTER.
- Recurring Order Y/N? Touch the screen for appropriate response.
- Phone Order? Touch the screen for appropriate response.
  (If yes was select the following prompts will occur)
     – Order Number. Key the appropriate information, press ENTER.
     – Custom Code. Key the appropriate information, press ENTER.
     – AVS Address. (see customer address instructions)
     – AVS Zip Code. Key the 5 or 9 digit Zip Code, press ENTER.

6 Transaction complete–sale captured.

- Receipt prints if transaction is approved.
- Print customer receipt Y/N? Touch the screen for appropriate response.
- Terminal displays transaction response, press CLEAR.
- Have customer sign receipt and place in cash register drawer.

NOTE:If address information was entered,a one-character verification code is returned along with the approval code. "X"or "Y"indicates an address match;"N"indicates no match;and "S","U",or "R"indicates service unavailable or not supported.

▶ Customer address instructions.

Enter only the numeric digits of the 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 1
	23 Main St., No. 56	2 3 5 6
	4567 Main St, Apt. 89	4 5 6 7 8
	3456 Main St., Apt. C-12	3 4 5 6 1

Additional Terminal Functions

▶ Void a credit transaction.

- Touch CREDIT on display, then press MORE.
- Touch REPORT on display, then press DETAIL under the view option.
- Enter Trans # or press ENTER for the first transaction.
- Hit < or > to scroll till desired item is displayed, then press EDIT.
- Touch VOID on display screen.
- Terminal responds with "VOID OK", then returns to information screen

NOTE:Debit transactions cannot be edited or voided.

▶ View a credit transaction.

- Touch CREDIT on display, then press MORE.
- Touch REPORT on display, then press DETAIL under the view option.
- Enter Trans # or press ENTER for the first transaction.
- Hit < or > to scroll till desired item is displayed.

Terminal Displays:

Card Type	Transaction Type Account Number Sale	Item #
VISA		001
Total Amt		$0.00
Tax Amt		$0.00
Auth Code		NNNNNN
	022009001234566	

▶ View Terminal Totals.

- Touch CREDIT on display, then press MORE.
- Touch REPORT on display, then press TOTALS under the view option.

Terminal Displays:

Transaction Type	Count	Total Amount
Sale	003	$10.00
Refunds	001	$2.00
Total	004	$8.00

▶ Close Batch.

- Touch CREDIT on display, then press MORE.
- Touch CLOSE on display.
- Confirm close Y/N? Touch YES on display.
- Key in batch total amount, then press ENTER.
- Terminal responds with "CLOSEOK", then prints a settlement report.
- Once settlement report is finished printing, press CLEAR.

▶ Reprint a Receipt.

- Touch CREDIT on display, then press MORE twice.
- Touch REPRINT on display.
- Enter Trans # or press ENTER for the last transaction.
- Print customer receipt Y/N? Touch the screen for appropriate response.