

# TALENTO QUICK REFERENCE GUIDE

FDRT001

RETAIL/DIRECT MARKETING  
ETC TYPE 7 APPLICATION



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

Unable to Read    Not Avail    Not on Card  
▲                    ▲                    ▲

### 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:

- Clerk ID? 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 Customer Code. Key the appropriate information, press **ENTER**.
- Enter Invoice Number. Key the appropriate information, press **ENTER**.
- Recurring Payment? Press left ▲ for Yes, right ▲ for No.
- Mail/Phone Order? Press left ▲ for Yes, right ▲ for No.
- E-Commerce? Press left ▲ for Yes, right ▲ for No.
- Card Present? Press left ▲ for Yes, right ▲ 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 →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:

- Clerk ID? 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 then 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:

- Clerk ID? 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**.
- Enter Transaction ID. 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.)

- Clerk ID? Key the appropriate information, press **ENTER**.

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

**Terminal Displays:**  
**Tip Options**

%                    0                    \$  
▲                    ▲                    ▲

**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 vertical slot as shown on terminal.

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

- Clerk ID? Key the appropriate information, press **ENTER**.

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

### 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: |                 |              |

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## Address Verification (AVS)

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

### 1 Select the Sale key on the terminal.

- Terminal displays transaction response (see "Response Codes" below). Receipt prints if transaction is approved.
- Key in the card number and press **ENTER**.
  - Key in the expiration date and press **ENTER**.
  - Enter CVV2 Info. Key the appropriate information, press **ENTER**.
  - Clerk ID? Key the appropriate information, press **ENTER**.
  - Key in sale dollar amount and press **ENTER**.

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

- Enter Tax Amount. Key the appropriate information, press **ENTER**.
- Enter Customer Code. Key the appropriate information, press **ENTER**.
- Enter Invoice Number. Key the appropriate information, press **ENTER**.
- Recurring Payment? Press left **▲** for Yes, right **▲** for No.
- Mail/Phone Order? Press left **▲** for Yes, right **▲** for No.
  - Enter Order #. Key the appropriate information, press **ENTER**.
  - Enter Street Address (see customer address information).
  - Enter Zip Code (see customer address information).
- E-Commerce? Press left **▲** for Yes, right **▲** for No.
- Card Present? Press left **▲** for Yes, right **▲** for No.
  - Enter Zip Code (see customer address information).

### 2 Terminal displays transaction response.

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.

### 3 Enter customer address information.

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 Transaction.

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

**Terminal Displays:**

**Void By:**

|                |          |          |
|----------------|----------|----------|
| Void By Item # | Acct #   | All      |
| <b>▲</b>       | <b>▲</b> | <b>▲</b> |

- If Void By Item #, enter item #.
- If All

**Terminal Displays:**

|             |             |             |
|-------------|-------------|-------------|
| I# 000      | \$0.00      |             |
| <b>View</b> | <b>Void</b> | <b>Next</b> |
| <b>▲</b>    | <b>▲</b>    | <b>▲</b>    |

- If Acct #, swipe or key card number.
- Select view to view a transaction.
- Select void to void a transaction.
- Select next to go to next transaction.
- Terminal display varies based on selection.

### 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     |
| <b>▲</b>     | <b>▲</b> | <b>▲</b> |

Based on selection

**Terminal Displays:**

|             |              |             |
|-------------|--------------|-------------|
| I# 000      | \$0.00       |             |
| <b>View</b> | <b>Print</b> | <b>Next</b> |
| <b>▲</b>    | <b>▲</b>     | <b>▲</b>    |

### 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.