

LINKPOINT 3000 QUICK REFERENCE GUIDE



Credit Sale

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

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.

- Key in card number and press **ENTER**.
- Key in card expiration date press **ENTER**.
(Example: for December 2005, enter 1205.)

3 CVV2 Indicator - Choose the appropriate Value.*

* This step may be skipped if card was swiped.
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:

- Phone Order Y/N? Press the left [▲] for yes or press The right [▲] for no
- Imprint Required If card is present make an imprint of card with manual imprinter
- Operator ID? Key the appropriate information then Press **ENTER**. Press **ENTER** to skip.

5 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 then Press **ENTER**.
- Customer Code? Key the appropriate information then Press **ENTER**.
- Order Number? Key the appropriate information then Press **ENTER**.
- AVS Address? Refer to AVS instructions.
- AVS Zip Code? Refer to AVS instructions.
- Invoice Number? Key the appropriate information then Press **ENTER**. Press **ENTER** to skip.

6 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**.

Authorization Only

1 Press the [X] key labeled **AUTH ONLY** on the terminal.

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.

- Key in card number and press **ENTER**.
- Key in card expiration date press **ENTER**.
(Example: for December 2005, enter 1205.)

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

4 Transaction complete - Approval indicated.

- 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 the [-] key labeled **OFFLINE** on the terminal.

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.

- Key in card number and press **ENTER**.
- Key in card expiration date press **ENTER**.
(Example: for December 2005, enter 1205.)

3 Enter transaction data, 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 then Press **ENTER**. Press **ENTER** to skip.

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 then Press **ENTER**.
- Customer Code? Key the appropriate information then Press **ENTER**.
- Order Number? Key the appropriate information then Press **ENTER**.
- AVS Address? Refer to AVS instructions.
- AVS Zip Code? Refer to AVS instructions.
- Invoice Number? Key the appropriate information then Press **ENTER**. Press **ENTER** to skip.

5 Transaction complete - Ticket 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/Debit Return

1 Press the key labeled **RETURN** on the terminal.

• Select the left [▲] key to choose **CREDIT** or the right [▲] to choose **DEBIT** (This screen displays only when debit card returns are enabled.)

2 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.

- If a **DEBIT RETURN**, customer enters **PIN** at pinpad, then press **ENTER**.

3 Enter transaction data, 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 then Press **ENTER**. Press **ENTER** to skip.

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 then Press **ENTER**.
- Customer Code? Key the appropriate information then Press **ENTER**.
- Order Number? Key the appropriate information then Press **ENTER**.
- Invoice Number? Key the appropriate information then Press **ENTER**. Press **ENTER** to skip.

5 Transaction complete - Return 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 the key labeled ATM/DEBIT on the terminal.

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:

- Cash Back? Press the left [▲] for yes or press The right [▲] for no
- Cash Back Amount? Enter the amount of cash to be given back to the cardholder and press **ENTER**.

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 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 then Press **ENTER**. Press **ENTER** to skip.
- Invoice Number? Key the appropriate information then Press **ENTER**. Press **ENTER** to skip.

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**.

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 for AVS Address?

Enter only the first five numeric digits (or up to the first space) of the customer's 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 customer's 5 or 9 digit ZIP code, 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, ZIP codes does not match.
- E - Ineligible transaction.
- N - Address and ZIP code do not match.
- R - Re-enter, system unavailable.
- S - Service not supported.
- U - Address information not available.
- W - Nine digit ZIP code matched, address does not match.
- X - Exact match of address and nine digit ZIP code.
- Y - Five digit ZIP code matches, address does not.

Additional Terminal Functions

▶ Pre Sale Gratuity.

NOTE: This option is provided for businesses that wish to offer a tip option for their customers. This function is not a credit card transaction, so it will not be stored in your terminal memory or change the batch amount. After the customer adds the tip and provides the final total sale amount, simply enter the amount as you would for any other sales transaction.

- Press the left [▲] key.
- Key in the amount of the sale and press **ENTER**. A pre-sale gratuity receipt will print. The customer will then add the tip amount and record the total amount. The cardholder will present his/her card for payment. The merchant will then process a regular sale transaction for the total including tip.

▶ Void.

- Press the key labeled **VOID**.
- Key in the item number displayed on the receipt or found in the item review and press **ENTER** or press **ENTER** for the first item.
- The first line displays the item number, the transaction type and the dollar amount.
- Press the left [▲] key to see the previous item, the middle [▲] key to choose the next item number, the right [▲] key to enter a new item number, or press **ENTER** to select the displayed item.
- Press the right [▲] key to display more information regarding this transaction or press the left [▲] key to initiate void.
- Press **ENTER** to confirm the void.

▶ View transaction, print reports, confirm totals

- Press the key labeled **REVIEW**.
- Press the left [▲] key to select **ITEM**. Press the middle [▲] key to select **TOTALS**. Press the right [▲] key to select **PRINT**.
- Respond to the prompts displayed by choosing the appropriate [▲] key to complete the desired function.

▶ Reprint receipt.

- Press the [-] key labeled **PRINT**.
- Key in the item number to print a duplicate receipt and press **ENTER**.

▶ Close batch.

- Press the key labeled **CLOSE**.
- Press the left [▲] key to print a report or the right [▲] key to skip this step.
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.
- Key in the total batch amount and press **ENTER**.