

**PURDUE UNIVERSITY
CREDIT CARD PROCESSING PROCEDURES**

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APPENDIX A, Basic Instructions for each Terminal

EDC TERMINALS AND PRINTERS

Terminals may be connected ONLY to DATA-SECURE telephone lines. Connection to any other line may result in lost data! Never connect any EDC (Electronic Data Capture) terminal to a telephone line which has not been certified as data-secure.

Currently we have three different types of terminals in use on campus they are the Verifone Transz 380, the Omni 3200 series and the Omni 3730 series. For instructions on each please see Appendix A.

Data Capture Terminals must be secured during non-business hours. Lock terminal in a cabinet or drawer unless entire office area is adequately secured.

NOTE: NEVER unplug Data Capture Terminal without first taking totals and transmitting.

PROCESSING DURING BUSINESS HOURS

- Always process the charge transaction immediately (in customer's presence, or while customer is on telephone).
- Retain card until customer has signed receipt.
- Compare signatures (unless phone order). If card is unsigned, do not accept it unless signature matches another signed credit card or driver's license.
- Return credit card and second copy of receipt to customer.
- If instructed to HOLD/CALL, retain the card ONLY if no personal risk is involved. (Rewards for captured cards are made by the credit card company direct to staff members, not to Purdue.)
- Always complete and transmit the current batch before moving/relocating your Electronic Data Capture (EDC) terminal.

EVENING & WEEKEND PROCESSING NON-BUSINESS HOURS

Departments needing to accept credit cards during non-business hours must secure prior approval from Investments and Accounting Services. As a general rule, credit card transactions may ONLY be processed on line real time.

When credit cards are accepted during non-business hours (i.e., emergency animal clinic services):

Please see supervisor for instructions.

TO START UP NEW BATCH

There is no action required from the operator to start up a new batch. The first transaction of the day will automatically begin a new batch.

**SALE - CUSTOMER HAS CARD
* MAGNETIC STRIP READABLE ***

Retain card until customer has signed receipt.

Compare signatures (unless phone order). If card is unsigned, do not accept it unless signature matches another signed credit card or driver's license.

Return credit card and second copy of receipt to customer.

Retain all originals of receipts in a secure place until ready to balance and transmit a batch.

**SALE - CUSTOMER HAS CARD
* WITHOUT READABLE MAGNETIC STRIP ***

Retain card until customer has signed receipt.

Compare signatures (unless phone order). If card is unsigned, do not accept it unless signature matches another signed credit card or driver's license.

Return credit card and second copy of receipt to customer.

Retain all originals of receipts in a secure place until ready to balance and transmit a batch.

TELEPHONE ORDERS

PROCESS THE ORDER WHILE CUSTOMER REMAINS ON THE TELEPHONE.

Print customer's name, mailing address and phone number on receipt.

On signature line, write "Telephone Order" and initial.

Mail second copy of receipt to customer. Retain all originals of receipts in a secure place until ready to balance and transmit a batch.

ERROR CORRECTION/CREDIT

NOTE: No approval code will be issued on credits.

- Write ERROR across the credit.
- Staple both copies of credit to original transaction being corrected.
- Retain all copies; attach to department copy of ReconNet web entry printouts
- RE-ENTER transaction and process normally.

CREDIT/REFUND

NOTE: No approval code will be issued on credits/refunds. Credits must be signed by area supervisor or designee. The second copy goes to the customer. The original copy is retained in the department.

WHEN TERMINAL SAYS "CALL" OR "HOLD/CALL"

An authorization request resulting in a response of "Call" or "Hold/Call" will require a voice authorization request. If voice center approves the transaction, an off-line entry must be performed to capture the transaction. See OFF-LINE ENTRY pg 11.

See phone numbers for voice authorization on Contact List.

If approved, follow directions for off-line entry.

If instructed to HOLD the card, RETAIN the card ONLY if no personal risk is involved.

NOTE: Off-line entries may be made only by area supervisors. Follow your departmental procedures. Sale is not final until entered as an off-line transaction. This should be done with the customer present. The customer needs to sign the receipt and receive his copy.

**OFF-LINE ENTRY
(PRIOR SALE OR FORCE)
*SUPERVISORS ONLY***

All transactions that were approved but were not captured will require re-entry as an off-line transaction to complete the capture.

NOTE -- Only the department supervisor or his designee is allowed to enter transactions off-line.

BATCHING & TRANSMITTING

*** BALANCING YOUR BATCH ***

Keep batches to manageable numbers of transactions to aid in balancing.

Every transaction must be transmitted within 24 hours of its capture. Establish procedures for transmitting at the same time(s) each day.

Always complete and transmit the current batch before moving/relocating your Electronic Data Capture (EDC) terminal.

Always complete and transmit batches at shift/operator change.

To complete and balance a batch on EDC Terminals:

1. Prepare an adding machine tape of all receipts.
2. Compare tape to EDC batch total:

Compare adding machine tape total to Grand Total on the Transaction Totals report

If totals do not match, follow instructions on page 13.

If totals do match, follow instructions on page 14.

BATCHING & TRANSMITTING
*** WHEN TOTALS DON'T MATCH ***

Compare adding machine tape total to Grand Total on the Transaction Totals report. If totals do not match, follow instructions below:

1. Verify each charge receipt against Detail Report, paying special attention to transaction codes (sale/credit).
2. If error is in adding machine tape, prepare a corrected tape, and then proceed with Batching & Transmitting, page 14.
3. Any missing charge receipt must be substantiated with form CC-3, "Lost/Destroyed Charge Receipts" (copy attached). Use CC-3 in place of the missing receipt; proceed with batching & transmitting, page 14.
4. In the event that a balancing error cannot be detected in the adding machine tape or in the charge receipts, contact ecco@purdue.edu for assistance.

**BATCHING & TRANSMITTING
(DEPOSIT/SETTLEMENT)
* TRANSMITTING BATCHES ***

Follow these instructions after each batch has been balanced (see page 12).

Do not transmit until the batch is balanced!!

NOTE: Transaction Totals and Detail Reports should still be present on the terminal printer.

After transmission, follow these instructions:

1. Tear Transaction Totals, Detail and Settlement reports off printer as a single unit.
2. Send all documentation to ReconNet Data Entry person.

PREPARING ACCOUNTING DOCUMENTS

Each batch contains one batch total that must be divided up by each type of card to be recorded individually via ReconNet Web Entry. Only VISA and MasterCard are combined into one entry.

The total amounts by card can be found in the last few lines of the Transaction Totals report from the terminal printer. An example follows:

9999999999			
BATCH: 001			
PURDUE UNIV N CENTRAL-TRM			
PHONE #			
1401 SOUTH US 421			
WESTVILLE IN 46391			
9999999999			
DEPOSIT REPORT			
MERCHANT TERM BATCH			
0001 999999999 001 001			
DATE: 11/11/99 3:52 PM			
REF #	:	001 TO 004	
FROM	:	11/11/99 AT 13:00	
TO	:	11/11/99 AT 15.52	
VISA/MC			
SALES	002	\$	2.00
RETURNS	000	\$	0.00
NET	002	\$	2.00
DISCOVER			
SALES	001	\$	1.00
RETURNS	000	\$	0.00
NET	001	\$	1.00
GRAND TOTALS			
TOTAL SALES	003	\$	3.00
TOTAL RETURNS	000	\$	0.00
TOTAL NET	003	\$	3.00
BATCH RELEASED			
BATCH IN BALANCE			

On the Deposit Report, you will see the breakdown by card type. A separate ReconNet entry needs to be made for Discover, American Express, and a combined total entry for VISA/MC.

ReconNET Online by trintech

Enter a valid ReconNET Online User ID and Password below and press Sign in.

User ID:

Password:

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Reconcile Type: 1 Purdue University Web Entry RT



Welcome to ReconNET Online

Trintech, Inc.'s ReconNET Online provides web access to selected functionality within the ReconNET reconciliation system. Fast, focused and easy to use, ReconNET Online makes item entry and search more convenient than ever.



[Item Entry](#)

Use this option for entering individual items.



Statement Entry*

Use this option for entering groups of items with a beginning and ending balance.



Search Items*

Use this option for reviewing open or resolved items or other account activity.

* Indicates a feature that is not available for the current reconcile type.

ReconNET Online

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Note: Your session will automatically log out after 60 minutes of inactivity.

Reconcile Type: 1 Purdue University Web Entry RT



Item Entry

Hold

Source: *

Tran Date: *

Amount: *

Tran Code: *

Terminal: *

Hold

Batch ID:

Fund: *

Dept Code: *

Project: *

Object: *

DREF:

(* = required)

ReconNET Online

BALANCING AND CONTROL PROCEDURES

Each batch must be balanced before transmitting (see page 12).

Signed receipts must be attached to the printed out copy of the web entry held within the department.

Copies of the web entry items (with receipts and balancing tapes) are to be retained in a secure location within the department in accordance with the annual File Retention Memorandum.

Departments are responsible for verifying their deposits and balancing their credit card revenue accounts on a monthly basis:

1. Each batch must be substantiated by a web entry. Someone from ECCO will contact you if web entries are not being completed timely.
2. Processing of each web entry must be verified either by means of on-line inquiry. NOTE: This reconciliation must be completed and problems resolved by the 5th working day of the following month.
3. It is the responsibility of the initiating department to pursue and resolve any problem with unposted items. First verify with Accounting Services (47367) that the missing web entry was received.

Departments are also responsible for reconciling credit card service fees on a monthly basis:

1. On Form CC-4 ("Credit Card Processing Procedures, Reconciliation of Bank Charges"), add daily sales dollar totals and multiply by discount rate to determine transaction charges; multiply the number of rented terminals by the rate per terminal; add to determine total anticipated bank charges. Also, include the per transaction fees for the NOVUS transactions processed during the month.
2. Upon receipt of departmental copies of the discount statements of fees charged: Compare actual charges to calculations; resolve problems or dispute overcharges by the end of the month.
3. If applicable, American Express charges a fee for each authorization approval requested by telephone. This does NOT apply to calls you make to American Express for referrals (response to "Please Call"), fraud calls, emergency check-in situations, or if you're direct link to American Express is temporarily unavailable. Call Ecommerce and Credit Card Operations Administrator (49-47378) to remove charges that fall into the aforementioned categories.

ReconNet web entries will be matched to daily bank deposits by Ecommerce and Credit Card Operations Clerk and dated to match the date of the banking event.

DEPARTMENTS/AREAS WHICH DO NOT COMPLY WITH THESE CONTROL GUIDELINES WILL HAVE CREDIT CARD AUTHORIZATION WITHDRAWN IMMEDIATELY. CREDIT CARD ACTIVITY IS CONTROLLED BY THE CREDIT CARD OPERATIONS AREA WITHIN THE COMPTROLLER'S AREA; DECISIONS OF THAT OFFICE ARE FINAL.

NOTE -- It is NOT the policy of Purdue University to retain a database of clients' card numbers for future use. This is a violation of the Merchant Credit Card Agreement and regulations of MasterCard and Visa. A credit card number may be retained if a card is to be charged on a regular basis (e.g. monthly) to satisfy a pledge or a regularly scheduled billing. However, BEFORE the card number may be retained, an agreement must be signed by the cardholder. The agreement is a standard one developed and approved by MasterCard and Visa, which states the amount and time frame for the charges. The card number may then be retained for the stated period, but the merchant must have a means to purge records in compliance with the agreement. If you have a need in this area, contact the Ecommerce and Credit Card Operations Manager (49-67873).

SYSTEM MESSAGES

If a transaction is approved or declined, the terminal displays the response continuously. The terminal generates status displays and prompts for each step of a transaction or programming sequence. The prompts are self-explanatory and are discussed below.

VERI-FONE SYSTEM RESPONSES

<u>MESSAGE</u>	<u>RESPONSE/FURTHER ACTION NEEDED</u>
Amount Error	The transaction amount cannot be processed as it was entered. Reinitiate the transaction.
APXXXXX REFXXXX	Transaction is approved. Enter approval code on draft along with reference number.
Bad Acct Number	The account number may have been encoded improperly on card or entered incorrectly through the keyboard. Re-enter the number. If the transaction cannot be processed through the terminal, call the voice-assisted authorization center and enter as off-line transaction into terminal if approval number is received.
CALL	Transaction must be authorized through a voice-assisted authorization center.
Cannot Correct	Performing the tip function on a credit, cash advance, and mail/phone order or on a transaction that the tip has already been added.
Card No Error	The account number may have been encoded improperly on the card or entered incorrectly through the keyboard. Re-enter the number. If the transaction cannot be processed through the terminal, call the voice-assisted authorization center.
Date Error	The expiration date contains an error. Re-initiate the transaction.
Decline	Transaction is not authorized.
Must Settle Soon	The terminal is beyond 80% capacity to store captured transactions. You should balance and transmit the batch immediately before terminal reaches full capacity. See "Balancing and Transmitting", page 12. No other warning messages will be indicated.
Hold/Call	HOLD the card and call the voice-assisted authorization center. RETAIN the card ONLY if no personal risk is involved.

Host Disconnect	The host disconnected telephone communications or there are telephone circuit problems. Reinitiate the transaction.
Lost Comm W/Host	The line is busy at the host or there are telephone circuit problems. Reinitiate the transaction.
Must Check Tots	Totals must be checked prior to any transmission.
Must Do Start Up	Start up function must be initiated after each successful/unsuccessful transmission. This function is required prior to performing any other functions.
No Answer	Dialing into host but host is not answering. Reinitiate the transaction. If the same response occurs, call the voice-assisted authorization center.
No Reply	The processor failed to respond. Use the voice-assisted authorization center.
No Response Msg.	The host disconnected telephone communications or there are telephone circuit problems. Reinitiate the batch transmission.
No Transactions	Data capture storage is empty.
Not Found	The data was entered in error during a transaction.
Programming Error	Terminal has lost all its memory and must be reprogrammed through your Service Representative. To clear "Programming Error" off terminal screen depress the "1" key and Enter at the same time and hold them down until a date and time appear on your screen.
Serv Not Allowed	Service not allowed for that card type.
Term ID Error	Error made in programming the terminal ID. Contact your Service Representative.
Tip Over 20%	Tip amount entered exceeded 20% of original dollar amount. Press Enter to adjust amount.
Waiting For Line	Check for dial tone and all telephone connections. Then reinitiate the transaction. Phone line may be dead.

CUSTOMER SERVICE CONTACTS

<u>PROBLEM</u>	<u>TELEPHONE</u>	<u>CONTACT</u>
Document Preparation	49-47367	Ecommerce and Credit Card Operations Clerk Accounting Services
	49-67873	Ecommerce and Credit Cards Operations Manager Accounting Services
	49-61112	Ecommerce and Credit Card Operations & Accounting Services FAX
Terminal Problems/ Questions	1-800-647-3722 (24 hours)	Nashville Help Desk
	49-47261	Ecommerce and Credit Card Systems Administrator Accounting Services
All other merchant questions	1-800-354-8893 (24 hours)	Customer Service Help Desk
Need Supplies for Terminals	1-800-354-8893	Customer Service Help Desk
Need Forms, Display Stickers, etc.		
VISA/MC	49- 47378	Ecommerce and Credit Card Operations Administrator Accounting Services
NOVUS Services	1-800-347-2000	
American Express	1-800-528-5200	Press 1, then press 0
General Questions	49- 47378	Ecommerce and Credit Card Operations Administrator Accounting Services

VOICE AUTHORIZATIONS

1-800-742-2014	VISA/MC
1-800-347-1111	NOVUS Services
1-800-528-2121	American Express

**CREDIT CARD PROCESSING PROCEDURES
ELECTRONIC DATA CAPTURE TERMINALS
AUTHORIZED USERS**

To be completed by EDC Terminal Supervisor:

Department: _____

The individuals named below have my authorization to operate one or more Purdue University Electronic Data Capture Credit Card Processing Terminals. These staff members understand the responsibilities of operating an Electronic Data Capture Terminal, and are prepared to comply with the guidelines and procedures set forth in the Purdue University Credit Card Processing Procedures Manual.

OPERATOR _____

OPERATOR _____

OPERATOR _____

OPERATOR _____

OPERATOR _____

OPERATOR _____

OPERATOR _____

OPERATOR _____

AUTHORIZED SIGNATURE _____

DATE _____

Please return to: Credit Card Operations Administrator/Accounting/FREH

**CREDIT CARD PROCESSING PROCEDURES
ELECTRONIC DATA CAPTURE TERMINALS
COMPLIANCE STATEMENT**

To be completed by EDC Terminal User:

NAME _____

DEPARTMENT _____

I hereby acknowledge that I have read the Purdue University Credit Card Processing Procedures Manual. I certify that I have reviewed the policies and procedures outlined therein, and agree to comply with those policies and procedures that apply to my work at the university.

Signed _____

Date _____

Please return to: Credit Card Operations Administrator/Accounting/FREH

**CREDIT CARD PROCESSING PROCEDURES
LOST/DESTROYED CHARGE RECEIPTS**

Reference Number _____

Credit Card (e.g. VISA) _____

Card Account Number _____

Sale or Credit _____

Date of Transaction _____

Amount of Transaction _____

Staff Member Accepting
the Transaction _____

Explanation:

Batch prepared by _____
Signature

Retain with departmental ReconNet Web Entry

**CREDIT CARD PROCESSING PROCEDURES
RECONCILIATION OF BANK CARD CHARGES**

<u>Day</u>	<u>NOVUS</u> Month/Year _____	<u>VISA/MC</u>	<u>American Express/NOVUS</u> (# of transactions)
1	_____	_____	_____
2	_____	_____	_____
3	_____	_____	_____
4	_____	_____	_____
5	_____	_____	_____
6	_____	_____	_____
7	_____	_____	_____
8	_____	_____	_____
9	_____	_____	_____
10	_____	_____	_____
11	_____	_____	_____
12	_____	_____	_____
13	_____	_____	_____
14	_____	_____	_____
15	_____	_____	_____
16	_____	_____	_____
17	_____	_____	_____
18	_____	_____	_____
19	_____	_____	_____
20	_____	_____	_____
21	_____	_____	_____
22	_____	_____	_____
23	_____	_____	_____
24	_____	_____	_____
25	_____	_____	_____
26	_____	_____	_____
27	_____	_____	_____
28	_____	_____	_____
29	_____	_____	_____
30	_____	_____	_____
Totals	_____	_____	_____
	* .0150	* .018	* .15
Charges	_____	+	_____ = _____
	NOVUS charges		VISA/MC discount
		Terminal rental (# of terminals _____ * \$24) = _____	
		Total VISA/MC charges = _____	

BASIC INSTRUCTIONS FOR USING YOUR OMNI 3200 Terminal

Merchant Copy is signed by Customer – retained by Merchant
Customer Copy to Customer
If prompted for PO number (enter 99) – only prompted on Pcards.

SALE – CARD PRESENT

Swipe credit card.
Key in last four digits of the credit card number, press ENTER.
Key in the purchase amount and press ENTER.
No action is necessary while transaction is processing.
Approval code displays and receipt prints. Press CLEAR.

SALE- CARD NOT PRESENT

Press F2 (SALE).
Select F1 Credit
Manually key in card number and press ENTER.
Key in expiration date in MM/YY format and press ENTER.
Key in the purchase amount and press ENTER.
No action is necessary while transaction is processing.
Approval code displays and receipt prints. Press CLEAR.

RETURN/CREDIT TRANSACTION – CARD PRESENT

Press Purple Arrow Button
Select F1 Refund
Swipe credit card.
Key in last four digits of the credit card number, press ENTER.
Key in refund amount and press ENTER.
No action is necessary while transaction is processing.
Amount displays and receipt prints. Press CLEAR.

RETURN/CREDIT TRANSACTION – CARD NOT PRESENT

Press Purple Arrow Button
Select F1 Refund
Manually key in card number and press ENTER.
Key in expiration date in MM/YY format and press ENTER.
Key in refund amount and press ENTER.
No action is necessary while transaction is processing.
Approval code displays and receipt prints. Press CLEAR.

Reports and Settlement

Press F3 Settlement
You may review or inquiry on the batch detail by selecting those options.
The batch must be settled at least daily by selecting F3 Settle Batch, ENTER.

**Reports to be maintained securely and used to enter data into
ReconNet for accounting purposes.**

BASIC INSTRUCTIONS FOR USING YOUR OMNI 3730 Terminal

Merchant Copy is signed by Customer – retained by Merchant
Customer Copy to Customer

If prompted for PO number (enter 99) – only prompted on Pcards.

PCards may also prompt a screen asking for PUR or CR always hit F2 in this case.

SALE – CARD PRESENT

Swipe credit card.

Key in last four digits of the credit card number, press ENTER.

Key in the purchase amount and press ENTER.

No action is necessary while transaction is processing.

Approval code displays and receipt prints. Press CLEAR.

SALE – CARD NOT PRESENT

Press F2 (SALE).

Manually key in card number and press ENTER.

Select F2 Credit

Key in expiration date in MM/YY format and press ENTER.

Key in the purchase amount and press ENTER.

No action is necessary while transaction is processing.

Approval code displays and receipt prints. Press CLEAR.

RETURN/CREDIT TRANSACTION –
CARD PRESENT

Press Purple Arrow Button

Select F1 Refund

Swipe credit card.

Key in last four digits of the credit card number, press ENTER.

Key in refund amount and press ENTER.

No action is necessary while transaction is processing.

Amount displays and receipt prints. Press CLEAR.

RETURN/CREDIT TRANSACTION –
CARD NOT PRESENT

Press Purple Arrow Button

Select F1 Refund

Manually key in card number and press ENTER.

Key in expiration date in MM/YY format and press ENTER.

Key in refund amount and press ENTER.

No action is necessary while transaction is processing.

Approval code displays and receipt prints. Press CLEAR.

Reports and Settlement

Press F3 Settlement

You may review or inquiry on the batch detail by selecting those options.

The batch must be settled at least daily by selecting F3 Settle Batch, ENTER.

**Reports to be maintained securely and used to enter data into
ReconNet for accounting purposes.**

BASIC INSTRUCTIONS FOR USING YOUR

Verifone Transz 380

**Merchant Copy is signed by Customer – retained by Merchant
Customer Copy to Customer**

If prompted for PO number (enter 99) – only prompted on Pcards.

Always leave printer on while terminal is on.

SALE – CARD PRESENT

Ready (Idle Prompt)

Press CLEAR

Swipe Credit Card

Key in last four digits of the credit card number, press ENTER

Key in the purchase amount and press ENTER

No Action is necessary while transaction is processing

Approval code displays and receipt prints. Press CLEAR

SALE – CARD NOT PRESENT

Ready (Idle Prompt)

Press 1 SALE

Manually Key in cad number and press ENTER

Key in expiration date in MM/YY format and press ENTER

Key in the purchase amount and press ENTER

No action is necessary while transaction is processing

Approval code displays and receipt prints

Press CLEAR

RETURN/CREDIT TRANSACTION –
CARD PRESENT

Press 3 (RETURN)

Swipe credit card

Key in last four digits of the credit card number, press ENTER

Key refund amount and press ENTER

No action is necessary while transaction is processing

Amount displays and receipt prints

Press CLEAR

RETURN/CREDIT TRANSACTION –
CARD NOT PRESENT

Press 3 (RETURN)

Manually key in card number and press ENTER

Key in Expiration date in MM/YY format and press ENTER

Key in refund amount and press ENTER

No action is necessary while transaction is processing

Amount displays and receipt prints

OFF LINE ENTRY

Ready (Idle Prompt)

Press 4

Swipe card and then enter last four digits when prompted or enter manually (if manually entered, the expiration date must also be entered)

Key in total amount and press ENTER

Enter Authorization Code and press ENTER

Approval code displays and receipt prints

Verifone Transz 380, continued

Get BATCH TOTAL by doing the following:

Press ENTER and then press 3
“Local Review” displays and when terminal displays “Enter Batch”, press ENTER
Press 1 (to print reports) and ENTER
Terminal will display 0=Total and 1=Detail
Press 1 and ENTER
Batch Report prints

Press 9 (Deposit) and then ENTER
Press 0 and ENTER for Deposit
No action needed while terminal is dialing
Batch will be released and settlement (deposit) report will print
Press CLEAR

If no receipt prints:

If transaction is executed and printer is then discovered to be off or disconnected, immediately TURN ON/CONNECT printer before initiating the next transaction. Customer receipt should print automatically.

If receipt still does not print, but the terminal operates normally, transaction has been captured. Follow the procedures for your type of equipment to print out another copy of receipt.

NOTE: If printer is disconnected or works improperly during a sale, the transaction will still be executed and captured. Follow instructions on page 2 to correct and print a receipt.

If the CLEAR key is pressed while the terminal is printing a transaction or if the printer works improperly, the printing will cease, but the transaction is still captured. Follow instructions on page 2 to correct and print a receipt.

NOTE: If printer is disconnected or works improperly during a sale, the transaction will still be executed and captured. Follow instructions on page 2 to correct and print a receipt.