

Verifone Omni 3200 Terminal Guide

Check Transaction Procedure

John Smith 123 Anywhere Street America, USA 12345	Home Phone # Work Phone #	Auth Code Driver's License #	Date	77058
Pay To The Order Of:				
				Dollars
Memo:				

Name must be imprinted by bank and signature must match. No P.O. box (write physical address if necessary.)

Driver's License #, Authorization #, and home phone # must be written on check.

Check series # must be 101 or higher. No counter checks accepted.

Check must be written on U.S. account. No altered checks.

Check Transaction

- Press "More" key until you see CHECK.
- Press the "Function" key to the right of "Check" on the Display.
- Terminal will display:
<Sale>
<Verification>
<Void>
<Admin>
Press the "Function" Key next to <Sale>
- Terminal will Display "Scan Check". Slide Check into Check Reader.
- The terminal will then prompt for the amount. Key the check amount then Press "Enter".
- Terminal will display "Enter State Code"
The terminal defaults to state of location (If Out-of-State license, see List for numeric State Code value) Press enter.
- Terminal will Display: Driver's License.
- Enter the Driver's License #. (Include any alpha characters).
- Terminal will dial for Authorization and Print "Merchants copy of the Receipt".
- Press the "Function" key next to: "Print customer receipt" for customer's copy.

IMPORTANT

- *Customer must sign and print name and phone number on merchant receipt.
- *If using an imager the phone number must be on the check.
- *Checks must be batched the same day that they are processed.

To Void a Check

- Press F3 key>VOID
- Terminal will Display "Scan Check". Insert the check into the reader.
- The terminal will prompt to "Enter Amount" and Press Enter.
- Terminal will Display "Enter State Code" Press Enter.
- Press F2 Key>VOID. Terminal will Display "Dialing, Please Wait".
- Terminal will Display Auth #. Press F4 Key>Print Customer receipt.
-Merchant keeps signed copy with phone # and printed name.
-Customer receives unsigned copy with check.

IMPORTANT

Any voids or corrections after batch out will require a merchant reversal.

STATE CODES

01 AL	11 DC	19 IA	27 MN	35 NM	44 RI	53 WA	65 NF	66 GU
02 AK	12 FL	20 KS	29 MO	36 NY	45 SC	54 WV	NS NS	Guam
04 AZ	13 GA	21 KY	28 MS	37 NC	46 SD	55 WI	68 ON	
05 AR	14 PR	22 LA	30 MT	38 ND	47 TN	56 WY	69 PE	78 VI
06 CA	15 HI	24 MD	31 NE	39 OH	48 TX	61 AB	70 PQ	Virgin Is.
08 CO	16 ID	25 MA	32 NV	40 OK	49 UT	62 BC	72 YT	
09 CT	17 IL	23 ME	33 NH	41 OR	50 VT	63 MB		99
10 DEL	18 IN	26 MI	34 NJ	42 PA	51 VA	64 NB		Military ID

Customer Service: 888-481-0757 Fax: 850-337-9518
Technical Support: 877-438-3249 Fax: 850-337-9539

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Batching and Image Upload

How to Batch

- Press "More" key until you see CHECK. Press the "Function" key to the right of "Check" on the Display.
- From the check menu, select the "Function" key to the right of "ADMIN"
- Press F2 Key > of BATCH
- Press F4 Key > REVIEW
- Press F2 Key >PRINT
- Press F1 Key > DETAIL
- Select EXIT
- Press F1 Key > CLOSE
- Terminal will Display "Enter # Auth" (enter correct number from receipt) then Press Enter.
- Terminal will Display "Enter Amount of Auth" (enter correct amount from receipt) then Press Enter.
- Terminal will dial to settle Batch - The terminal will display "Global eTelecom Accepted."
- Press F2 Key > START UP. The terminal will print and the close procedure is complete.
- Press the "CLEAR" (RED) key on keypad to complete.
- Return to the main menu.

IMPORTANT

*Checks cannot be auto batched. You must manually batch checks the same date checks are processed.

Image Upload

(check imager only)

- Press Check key (may need to scroll)
- Press Check Sale, if prompted for Check Sale, Press Check Sale
- Press F4 (Admin)
- Press FTP, will prompt "Upload Scanner Image, Yes or No, Press "Yes"
- When done screen should say "FTP Upload Complete"

CHECK READER MESSAGES

MANAGER NEEDED-RE-PRESENTED CHECK: This means the check was already seen by the system or has been processed. Merchant needs to override the transaction for a receipt to print.

MANAGER NEEDED-DAY/LOC/AMT: This message means the check amount has exceeded the normal ACH limits of guarantee. Press, "ENTER". Terminal will prompt for OVERRIDE. Press "Clear" to return to main screen.

NO ACH: This message indicates that Financial Institution does not participate in the Federal Reserve/ACH network OR the reader was unable to read the check number. The check has been verified by the system IF you receive an authorization number. However, the merchant Must deposit the check in their bank.

ERROR IN MICR: This message informs the merchant that the terminal cannot read the check numbers by the magnetic ink provided. The check cannot be verified. The merchant has the option to manually deposit the check if they choose to. If this consistently happens with several checks by different banks, please contact technical support. It should also be noted that other electronic devices emit an electromagnetic field that may interfere with the reader's ability to read the magnetic ink. It is recommended to place the check reader one foot away from any other device.

ID FLAGGED: This message informs the Merchant that the check has been declined due to a problem with the customer's I.D or account. OVERRIDE only for your most frequent customers. These checks are not guaranteed.

DECLINED CHECK: The message is to inform the merchant that the check has been declined due to a problem with the customer's I.D. or account. THIS CANNOT BE APPROVED OR OVERRIDDEN.

ERROR IN ID: Check default state to ensure the correct state code was entered. Check to see if DL# has a letter and enter the corresponding letter with the DL#.

CHECKS NOT ACCEPTED FOR ELECTRONIC PROCESSING

- *Temporary Checks
- *Cashier's Checks
- *Third Party Checks
- *Credit card checks
- *Money Orders
- *Payroll Checks
- *Checks written to employees or self
- *Payable Through/Equity Line/Loan Checks
- *Checks drawn on banks outside of USA
- *Corporate checks that are not ACH-able (terminal will determine eligibility).

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