

Hypercom

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:				
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.

How to scan a check

- Press the Check key. Terminal will display "#1 - Check Auth #2 - ACH Check"
- If ACH transaction, press the 2 key then press *Enter*, otherwise press the 1 key for verification only.
- Enter amount.
- Type in the Customers Drivers License Number, including any alpha characters. (To make letters: Hold the Shift key, then press appropriate letter from the keypad.)
- The terminal will display "State Code."
- Key the Numeric Value for the corresponding state, then press *Enter*. (See list of State codes on this guide i.e. Florida = 12)
- Insert check.
- Terminal will dial out for approval.
- Receipt will print.
- Terminal will return to original prompt.

HOW TO VOID A CHECK

- Press the Void key. The terminal will prompt for Invoice number.
- Key in the invoice number printed on original Check Sale receipt.
- Terminal will display the amount to void. If correct, press *Enter*.
- The terminal will then prompt to Enter MICR Number. Swipe Check through check reader.
- Terminal will void the sale and print receipt. If using a thermal printer, a Reprint must be done for merchant's copy. (Press *Reprint*. Key in the invoice number. Terminal will prompt "1 - Merchant", "2 - Customer." Press 1 and then *Enter*. Receipt will print.)

IMPORTANT

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

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

Rev. 1/31/08

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How to Batch and Image Upload

Batch Close

- Press the Settlement key.
- Terminal will prompt for a password. Press 0000, and then *Enter*.
- Terminal will display the Sales Total to verify. If Correct press *Enter*. (If the total is not correct, press the *Clear* key and go back and reconcile the transactions.
- Terminal will display the Refund Total. Verify and press *Enter* if Correct.
- Terminal will dial and close the batch. A Batch Summary report will print and terminal will return to original display.

IMPORTANT

Terminal must be batched out every night prior to midnight.
 Voids or corrections after batch out will require a merchant reversal.

Image Upload

- Press the *Function* key. The terminal will display "Merchant Function".
- Press 80 and then press *Enter*. Terminal will then prompt "1 = Send, 2 = Clear."
- Press 1 and then press *Enter*.
- The terminal will display: "Sending, Amber...Blinking = Running"
- The Scanner will upload all the stored images and then return to its original display.

IMPORTANT

Customer must sign and print name and phone number on front of merchant's receipt.
 If using an imager the phone number must be on check.

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.)

CHECK READER MESSAGES

MANAGER NEEDED - RE-PRESENTED CHECK: This means 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/LOC/AMT: This message alerts the merchant the check amount exceeds normal ACH limits of guarantee. Press "ENTER" Terminal will prompt for OVERRIDE. Press "Clear" to return to main menu.

NO ACH: Indicates Financial Institution does not participate in the Federal Reserve/ ACH Network OR the reader was unable to read the check number. Check has been verified IF you receive an authorization number. However, merchant MUST manually deposit check in bank.

ERROR IN MICR: Terminal can not read check numbers. Check can not be verified. Merchant has option to manually deposit check. If this happens consistently with checks from different banks, contact Tech Support.

ID FLAGGED: Check has been declined due to a problem with customer's ID or account. Override ONLY for most frequent customers. **These checks NOT guaranteed.**

DECLINED CHECK: Check has been declined due to a problem with customer's ID or account. **CANNOT BE APPROVED OR OVERRIDDEN.**

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

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	28 MS	36 NY	45 SC	54 WV	NS NS	Guam
04 AZ	13 GA	21 KY	29 MO	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	23 ME	31 NE	39 OH	48 TX	61 AB	70 PQ	Virgin Is.
08 CO	16 ID	24 MD	32 NV	40 OK	49 UT	62 BC	72 YT	
09 CT	17 IL	25 MA	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

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