

# TechTrex PrimeTrex IP Terminal Guide

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.

### 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).

## HOW TO PROCESS A CHECK SALE

1. Select the **F** Key for "GETI" from the Home Screen.
2. Press **F1** for <Sale.
3. The terminal will read "Scan Check or Press OK to Manual Enter" – Insert Check into the reader.
4. The terminal will prompt for the amount – Key the check amount, and Press **OK**.
5. The terminal will read "Swipe ID or Enter ID Data" – Swipe the ID, or Key in The State Code (See List ) followed by the ID Number (Include any Alpha Characters).
6. The terminal will then connect for Authorization.
7. Press **F2** to Print a "Customer Copy" of the receipt.  
**Merchant retains signed copy and Customer receives copy with check.**

### Important Notice:

- \*Customer must print name & phone number on signed receipt.
- \*If using an imager the phone # must be written on check BEFORE imaging.

## TO VOID A CHECK SALE

1. Press **F4** for <Void
2. The terminal will Prompt for Password – Key in the Manager Password, then Press **OK**.
3. The terminal will Prompt for the Reference # - Key in the Reference # of the Transaction you wish to Void and Press **OK**.
4. The terminal will display the transaction information. Confirm the transaction and Press **F1** for <Void.
5. The terminal will then connect to the Host to Void the transaction.
6. Press **F2** to Print a "Customer Copy" of the receipt.

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

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## HOW TO BATCH

1. Press the "Down Arrow" to Scroll to "Batch".
2. Press the **F2** Key for <Batch.
3. Press the **F1** Key for <Close Batch.
4. The terminal will then connect to the Host to close the batch and print a report.  
If an Imager is in use, the terminal will then display the # of Images and Prompt to Upload the Images – Press **F2** for <Yes.
5. The Imager will then dial to upload the Images and print an Upload Status Report.  
Verify that the Image Upload was Successful and Press **OK**.

### IMPORTANT

- \*Checks must be batched the same day that they are processed.
- \*Any VOIDS or corrections after BATCH OUT will require a MERCHANT REVERSAL.

## HOW TO UPLOAD

1. Press the "Down Arrow" to Scroll to "Scanner".
2. Press the **F3** for <Scanner.
3. Press **F1** for Upload.
4. The terminal will display the # of Images and Prompt to Upload the Images – Press **F2** for <Yes.
5. The Imager will then dial to upload the Images and print an Upload Status Report. Verify that the Image Upload was Successful and Press **OK**.

## CHECK READER MESSAGES

**MANAGER NEEDED-RE-PRESENTED CHECK:** This means that 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 alerts the merchant that 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 is to inform 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#.

## 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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