

# Talento

## 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. (For manual deposits)	Check series # must be 101 or higher. No counter checks accepted.
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Check must be written on U.S. account. No altered checks.

#### How to scan a check using an IMAGER.

1. Press the 4 key.
2. Press CHECK sale. (LED indicator light on imager turns from amber to green.)
3. Terminal will read "ENTER CHECK." (Enter check with MICR # towards LED. Green light begins to blink when reading check.)
4. Terminal will read "ENTER CHECK AMOUNT" (press <ENTER>)
5. Terminal will read "SELECT ID TYPE>" Press "DRIVERS LIC"
6. DL State prefix pre-programmed. i.e. FL-ENTER DRIVERS LICENSE # of customer.
7. Press <ENTER>. Terminal will display dialing for GETI authorization #. Approval response example: GETI AUTH # 123-456.
8. Press CANCEL key twice to return to main menu.

#### How to scan a check using Magtek READER.

1. Press the 4 key.
2. Press the arrow key under "Personal Checks" or press CHECK SALE.
3. Insert check into check reader.
4. Enter amount of check. Press <ENTER>
5. Select ID type: Press arrow key under "Driver's License." The default state of the terminal will be displayed. Key in full driver's license # including any letters if necessary.
6. Approval response example: Personal Check AUTH NUM 273-402.
7. Press CANCEL key twice to return to main menu.

#### OUT OF STATE CHECK

Change the state prefix by pressing the clear button 3 times. Re-enter state prefix by pressing the number key corresponding to the letter. Press "ARROW" (alpha) key to change number to letter. Enter correct state prefix of check including dash (-) i.e.: FL-

#### 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 determines eligibility.)

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

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### How to VOID and BATCH

#### To Void a Check

1. Press the 4 key.
2. Press arrow key under VOID prompt.
3. Enter Reference Number from receipt.
4. Press <ENTER>.
5. Display will read: VOID \$00.00 Cancel/No -Enter/Yes.
6. If transaction displayed is the correct one, press <ENTER>.
7. Void will dial out.
8. Display will read : "Check Void Accepted."
9. Press CANCEL key twice to return to main menu.

#### IMPORTANT

Any VOIDS or corrections after Batch Out will require a merchant reversal.

#### To Batch Out and Deposit

1. Press Term Report key to print receipt of all transactions.
2. Press Close key (terminal will prompt to verify, (Press YES to close) to send deposit. Terminal will print a receipt.
3. "DEPOSIT ACCEPTED."

When using Imager, terminal will upload images after displaying "DEPOSIT ACCEPTED." The terminal will print a receipt when images are uploaded and completed.

#### IMPORTANT

Customer MUST sign and print their name and phone number on front of merchant receipt. If using Imager, phone number must be on front of check.

#### 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:** This message 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	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

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