Quick Reference Guide

DataGenesis

**Omni 33xx/37xx/VX510LE/VX570
RETAIL & RESTAURANT**

Terminal Help Desk	Customer Service
1-800-228-0210	1-866-597-5721
Voice Authorization	**Supply Desk**
1-800-228-1122	1-855-295-8500

Credit Card Purchase (Swiped or Manual)

PROMPT	ACTION
MMDDYYYY HH:MM	Press **[F2]** for Sale. Swipe card or key card number **[ENTER]**.
EXP DATE (MMYY)	Key expiration date and press **[ENTER]**.
CARD PRESENT	**[F1]** if the customer's card is not present. **[F2]** if the customer's card is present.
ENTER *CVV CODE	Press **[F2]** if card is present and enter CVV Code or select applicable option.
AMOUNT	Key amount and press **[ENTER]**.
ORDER #	Key order number and press **[ENTER]**.
INVOICE #	Key invoice number and press **[ENTER]**.
CLERK/SERVER ID	Key clerk/server ID # and press **[ENTER]**.
ADDRESS	Key the first 5 digits before the first letter of the customer's billing address and press **[ENTER]**.
ZIP CODE	Key customer's zip code and press **[ENTER]**.
PRNT CUST COPY	Press **[YES]** to print the customer copy or **[NO]** not to print the customer copy.

***CVV Code is often requested for manually entered transactions.
This code can be found on the back of the card as the last 3 digits on the right side of the signature panel, directly below the magnetic stripe.**

Ticket Only

PROMPT	ACTION
MMDDYYYY HH:MM	Press **[TICKET ONLY]**. The **purple** key on the far left side of the terminal.
TICKET ONLY SWIPE CARD	Swipe card or key card number **[ENTER]**.
EXP DATE (MMYY)	Key expiration date and press **[ENTER]**.
AMOUNT	Key amount and press **[ENTER]**.
APPROVAL CODE	Key authorization number obtained through the voice authorization center or auth only transaction, press **[ENTER]**.
PRNT CUST COPY	Press **[YES]** to print the customer copy or **[NO]** not to print the customer copy.

Debit Card Purchase

PROMPT	ACTION
MMDDYYYY HH:MM	Press **[F2]** for Sale. Swipe card. (All debit cards must be swiped)
INVOICE #	Key invoice number and press **[ENTER]**.
CLERK/SERVER ID	Key clerk/server ID # and press **[ENTER]**.
AMOUNT	Key amount and press **[ENTER]**.
CASH BACK	Key cash back amount and press **[ENTER]**.
ENTER PIN	Instruct customer to enter PIN via PIN pad and press **[ENTER]**.
PRNT CUST COPY	Press **[YES]** to print the customer copy or **[NO]** not to print the customer copy.

Authorization Only

PROMPT	ACTION
MMDDYYYY HH:MM	Press **[AUTH ONLY]**. The **purple** key on the far left side of the terminal.
AUTHORIZE SWIPE CARD	Swipe card or key card number **[ENTER]**.
EXP DATE (MMYY)	Key expiration date and press **[ENTER]**.
AMOUNT	Key amount and press **[ENTER]**.
PRNT CUST COPY	Press **[YES]** to print the customer copy or **[NO]** not to print the customer copy.

Reprint Receipt

PROMPT	ACTION
MMDDYYYY HH:MM	Press the **[REPRINT]** key. The **purple** key to the right of the ALPHA key.
LAST RECEIPT ANY RECEIPT	Press **[F2]** to reprint the last receipt or **[F3]** to reprint any receipt.
REPRINT RECEIPT INVOICE NUMBER	Key invoice number and press **[ENTER]**. Printing . . . .

NOTE: SOME PROMPTS MAY VARY BASED ON THE TERMINAL SETUP.

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Void — Credit Card

PROMPT	ACTION
MMDDYYYY HH:MM	Press **[F4]** for Void.
VOID LAST TRANS?	Press **[F1]** to void the last transaction or **[F2]** to void any transaction.
VOID RETRIEVE BY	Press **[F1]** to recall the transaction by the invoice # or **[F2]** to recall the transaction by the customer's account number.
VOID INVOICE #: LAST 4 DIGITS	Key requested information (i.e. invoice #) and press **[ENTER]**.
VOID SALE	Press **[F1]** to void the transaction shown or **[F3]** for the next transaction.
PRNT CUST COPY	Press **[YES]** to print the customer copy or **[NO]** not to print the customer copy.

NOTE: Batched transactions cannot be voided, they must be refunded. Debit transactions cannot be voided.

Open Tab

PROMPT	ACTION
MMDDYYYY HH:MM	Press **[OPEN TAB]**. The **purple** key on the far left side of the terminal.
OPEN TAB SWIPE CARD	Swipe card or key card number **[ENTER]**.
EXP DATE (MMYY)	Key expiration date and press **[ENTER]**.
SERVER ID	Key server number and press **[ENTER]**.
AMOUNT	Key amount and press **[ENTER]**.
PRNT CUST COPY	Press **[YES]** to print the customer copy or **[NO]** not to print the customer copy.

Adjusting a Transaction, Close Tab & Add Tip

PROMPT	ACTION
MMDDYYYY HH:MM	Press **[ADJUST]**. The **purple** key to the left of the ALPHA key.
SERVER ID	Key server number and press **[ENTER]**.
CLOSE TAB?	Verify amount and press **[ENTER]** to close open tab.
ENTER TIP	Key tip amount and press **[ENTER]**.
TOTAL CORRECT?	Verify amount, and press **[ENTER]** if the amount of the transaction is correct or press **[CLEAR]** if the amount of the transaction is not correct.
PRNT CUST COPY	Press **[YES]** to print the customer copy or **[NO]** not to print the customer copy.

Refund — Credit Card / Debit Card

PROMPT	ACTION
MMDDYYYY HH:MM	Press **[F3]** for Refund.
SWIPE CARD ACCT	Swipe card or key card number and press **[ENTER].**
EXP DATE (MMYY)	Key expiration date and press **[ENTER]**.
INVOICE #	Key invoice number and press **[ENTER]**.
CLERK/SERVER ID	Key clerk/server ID # and press **[ENTER]**.
AMOUNT	Key amount and press **[ENTER]**.
PRNT CUST COPY	Press **[YES]** to print the customer copy or **[NO]** not to print the customer copy.

Pre-Settlement Instructions

1. PLACE ALL TRANSACTION RECEIPTS IN SEQUENCE NUMBER ORDER. RUN AN ADDING MACHINE TAPE OF THE TRANSACTIONS.
2. PRINT APPROPRIATE REPORT (SEE REPORT INSTRUCTIONS). COMPARE YOUR TOTALS TO THE TERMINAL REPORT.
3. IF YOUR TAPE MATCHES THE TERMINAL TOTALS, PROCEED WITH THE SETTLEMENT INSTRUCTION BELOW. IF YOUR AUDIT DOES NOT MATCH THE TERMINAL TOTALS, REPEAT STEPS 1 AND 2.

Review Batch Totals

PROMPT	ACTION
MMDDYYYY HH:MM	Press **[BATCH TOTALS]**. The **purple** key on the left side of the terminal.
BATCH TOTALS	Press **[F4]**.
VIEW TOTALS	Press [F3] and verify totals

Print Reports

PROMPT	ACTION
MMDDYYYY HH:MM	Press **[REPORTS]**. The **purple** key on the far right side of the terminal.
REPORTS	Press key for desired report and **[ENTER]** then follow additional prompts.

Settlement (Close Batch)

PROMPT	ACTION
MMDDYYYY HH:MM	Press **[SETTLEMENT]**. The **purple** key on the far left side of the terminal.
SETTLEMENT	Verify totals and press **[ENTER]**.
SETTLEMENT	Terminal prints settlement report.