



Quick Reference Guide

Terminal Help Desk
1-800-647-3722

Customer Service
1-866-597-5721

Voice Authorization
1-800-228-1122

Supply Desk
1-855-295-8500

FD 400 — STORE & FORWARD

Sale Offline	
PROMPT	ACTION
IDLE PROMPT	Press [CREDIT] .
SALE REFUND FORCE OFFLINE	Press [OFFLINE] .
CREDIT SALE SWIPE CARD **OFFLINE MODE**	Swipe card or manually key card number and press [ENTER] .
EXPIRE DATE MMY	Key expiration date and press [ENTER] .
ENTER AMOUNT \$0.00	Key amount and press [ENTER] .
DIALING . . .	AUTHORIZATION REQUIRED **OFFLINE MODE**
PRINT CUST RECEIPT YES NO	Press [YES] to print customer receipt.
AUTHORIZE PENDING SALES YES NO	Press desired option and follow prompts. Press [CLEAR] to return to idle prompt.

Delete Pending	
PROMPT	ACTION
IDLE PROMPT	Press [CREDIT] .
TIPS PENDING MORE SALES	Press [PENDING SALES] .
AUTH VIEW PRINT PEND PEND PEND	Press [VIEW PENDING] .
SALE 0000 CLK/SRV # PENDING AMOUNT \$1.00 XXXXXXXXXXXX <PREV SELECT NEXT>	Press [SELECT] .
SALE 0000 CLK/SRV # PENDING AMOUNT \$1.00 XXXXXXXXXXXX <PRINT AUTH DELETE>	Press [DELETE] .
TRANSACTION DELETED	Press [CLEAR] to return to idle prompt.

Auth Pending	
To upload transactions that were processed offline mode.	
PROMPT	ACTION
IDLE PROMPT	Press [CREDIT] .
TIPS PENDING MORE SALES	Press [PENDING SALES] .
AUTH VIEW PRINT PEND PEND PEND	Press [AUTH PENDING] .
TRANSMITTING PRINTING AUTH STATUS	Terminal communicates with host for approval.
AUTH STATUS APPROVED #### FAILED #### PENDING ####	Press [CLEAR] to return to idle prompt.

View / Print Failed	
PROMPT	ACTION
IDLE PROMPT	Press [CREDIT] .
TIPS PENDING MORE SALES	Press [PENDING SALES] .
RE-AUTH VIEW PRINT FAIL FAIL FAIL	Press desired option.
SALE 0000 CLK/SRV # PENDING AMOUNT \$1.00 XXXXXXXXXXXX <PREV SELECT NEXT>	To scroll through transactions press [PREV] or [NEXT] . Press [CLEAR] to return to idle prompt.

Re-Auth Failed	
To attempt to authorize previously failed transactions.	
PROMPT	ACTION
IDLE PROMPT	Press [CREDIT] .
TIPS PENDING MORE SALES	Press [PENDING SALES] .
RE-AUTH VIEW PRINT FAIL FAIL FAIL	Press [RE-AUTH FAILED] .
TRANSMITTING PRINTING AUTH STATUS	Terminal communicates with host for approval.
AUTH STATUS APPROVED #### FAILED #### PENDING ####	Press [CLEAR] to return to idle prompt.

View / Print Pending	
PROMPT	ACTION
IDLE PROMPT	Press [CREDIT] .
TIPS PENDING MORE SALES	Press [PENDING SALES] .
AUTH VIEW PRINT PEND PEND PEND	Press desired option.
SALE 0000 CLK/SRV # PENDING AMOUNT \$1.00 XXXXXXXXXXXX <PREV SELECT NEXT>	To scroll through transactions press [PREV] or [NEXT] . Press [CLEAR] to return to idle prompt.

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