



# Quick Reference Guide

Terminal Help Desk  
1-800-228-0210

Customer Service  
1-866-597-5721

Voice Authorization  
1-800-228-1122

Supply Desk  
1-855-295-8500

## FD Series — RETAIL/RESTAURANT

Credit Card Sale	
PROMPT	ACTION
CHECK CREDIT DEBIT	Press <b>[CREDIT]</b> .
SALE REFUND FORCE	Press <b>[SALE]</b> .
CREDIT SALE SWIPE CARD	Swipe card or manually key card number and press <b>[ENTER]</b> .
EXPIRE DATE MMY	Key expiration date and press <b>[ENTER]</b> .
CARD PRESENT? YES NO	Press <b>[YES]</b> if the card is present or press <b>[NO]</b> if the card is not present.
SALE ENTER AMOUNT \$0.00	Key amount and press <b>[ENTER]</b> .
ADDRESS	Key the first 5 digits of the customer's address and press <b>[ENTER]</b> .
ZIP CODE	Key customer's zip code and <b>[ENTER]</b> .
DIALING . . .	Terminal communicates with host for approval.
PRINT CUST RECEIPT YES NO	Press <b>[YES]</b> to print customer receipt.
SALE AUTH/TKT AVS	Press <b>[CLEAR]</b> to return to idle prompt.

Debit Card Sale (with Cash Back)	
PROMPT	ACTION
CHECK CREDIT DEBIT	Press <b>[DEBIT]</b> .
SALE REFUND FORCE BACK TIPS MORE	Press <b>[SALE]</b> .
DEBIT SALE SWIPE CARD	Swipe card on terminal or pin pad. <i>Debit card can't be manually keyed.</i>
TERMINAL MAY PROMPT: WAITING FOR TIP ENTRY ON PIN PAD WAITING FOR CASHBACK ENTRY ON PIN PAD	Key requested information on pin pad and press <b>[ENTER]</b> .
TOTAL \$0.00 ENTER PIN	Instruct customer to enter PIN via pin pad and press <b>[ENTER]</b> . <i>Do not ask customer for PIN.</i>
DIALING . . .	Terminal communicates with host for approval.
PRINT CUST RECEIPT YES NO	Press <b>[YES]</b> to print customer receipt.
SALE AUTH/TKT AVS	Press <b>[CLEAR]</b> to return to idle prompt.

Pre-Sale	
To print a generic offline non-sale receipt which will include a printed pre-tip amount and a blank line for tips and totals.	
PROMPT	ACTION
CHECK CREDIT DEBIT	Press <b>[CREDIT]</b> .
SALE REFUND FORCE BACK TIPS MORE	Press <b>[MORE]</b> two (2) times.
BACK PRESALE MORE	Press <b>[PRESALE]</b> .
PRESALE ENTER AMOUNT \$0.00	Key amount and press <b>[ENTER]</b> .
PRINTING PRESALE RECEIPT	Press <b>[CLEAR]</b> to return to idle prompt.

Void	
To delete a credit card sale that is in a current batch.	
PROMPT	ACTION
CHECK CREDIT DEBIT	Press <b>[CREDIT]</b> .
SALE REFUND FORCE BACK TIPS MORE	Press <b>[MORE]</b> three (3) times.
VOID DELETE SETUP TRANS BATCH PARMS	Press <b>[VOID TRANS]</b> .
ENTER TRANS ## TO VOID	Key trans number and press <b>[ENTER]</b> .
SALE 001 CLK 0000 AVS = Y AMOUNT \$0.00 XXXXXXXXXXXXX <PREV EDIT NEXT>	Confirm this is the transaction amount and press <b>[VOID]</b> .
VOID TRANS? YES NO	Press <b>[YES]</b> .
VOID SALE 0000 CLK 0000 OK0000 AMOUNT \$0.00 XXXXXXXXXXXXX <PREV EDIT NEXT>	Press <b>[CLEAR]</b> to return to idle prompt.

Settle	
This is only necessary if Auto Close is disabled.	
PROMPT	ACTION
CHECK CREDIT DEBIT	Press <b>[CREDIT]</b> .
SALE REFUND FORCE BACK TIPS MORE	Press <b>[MORE]</b> .
AUTH TABS CLOSE	Press <b>[CLOSE]</b> .
DIALING . . .	Terminal communicates with host for approval.
CLOSE COMPLETE	Press <b>[CLEAR]</b> to return to idle prompt.

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

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Authorization Only	
To authorize a credit card transaction, use force sale to capture.	
PROMPT	ACTION
CHECK CREDIT DEBIT	Press <b>[CREDIT]</b> .
SALE REFUND FORCE BACK TIPS MORE	Press <b>[MORE]</b> .
AUTH TABS CLOSE	Press <b>[AUTH]</b> .
AUTH ONLY SALE SWIPE CARD	Swipe card or manually key card number and press <b>[ENTER]</b> .
EXPIRE DATE MMY	Key expiration date and press <b>[ENTER]</b> .
AUTH ONLY ENTER AMOUNT \$0.00	Key amount and press <b>[ENTER]</b> .
DIALING . . .	Terminal communicates with host for approval.
APPROVED #####	Press <b>[CLEAR]</b> to return to idle prompt.

Refund	
To issue a credit to the cardholder's account for goods or services.	
PROMPT	ACTION
CHECK CREDIT DEBIT	Press <b>[CREDIT]</b> .
SALE REFUND FORCE	Press <b>[REFUND]</b> .
CREDIT REFUND SWIPE CARD	Swipe card or manually key card number and press <b>[ENTER]</b> .
EXPIRE DATE MMY	Key expiration date and press <b>[ENTER]</b> .
REFUND ENTER AMOUNT \$0.00	Key amount and press <b>[ENTER]</b> .
PRINT CUST RECEIPT YES NO	Press <b>[YES]</b> to print customer receipt.
APPROVED #####	Press <b>[CLEAR]</b> to return to idle prompt.

Reviews	
Various types of detail and totals reviews can be generated for transactions in the current batch (transactions that have not yet been settled).	
PROMPT	ACTION
CHECK CREDIT DEBIT	Press <b>[CREDIT]</b> .
SALE REFUND FORCE BACK TIPS MORE	Press <b>[MORE]</b> two (2) times.
VIEW PRINT REPRINT RPRT RPRT	Press <b>[VIEW REPORT]</b> .
NET CARD CARD TOTAL TOTAL DETAIL	Press the desired report to print.
TERMINAL MAY PROMPT: TRANS OR CLERK#	Key trans or clerk number and press <b>[ENTER]</b> .
VOID SALE 0000 CLK 0000 OK0000 AMOUNT \$0.00 XXXXXXXXXXXXX <PREV EDIT NEXT>	Press <b>[CLEAR]</b> to return to idle prompt or press <b>[NEXT]</b> to scroll through other transactions.

Forced Sale	
To capture transactions when voice approval has been obtained.	
PROMPT	ACTION
CHECK CREDIT DEBIT	Press <b>[CREDIT]</b> .
SALE REFUND FORCE	Press <b>[FORCE]</b> .
CREDIT FORCE SWIPE CARD	Swipe card or manually key card number and press <b>[ENTER]</b> .
EXPIRE DATE MMY	Key expiration date and press <b>[ENTER]</b> .
FORCE SALE ENTER AMOUNT \$0.00	Key amount and press <b>[ENTER]</b> .
TERMINAL MAY PROMPT: TIP AMOUNT	Key tip amount and press <b>[ENTER]</b> .
ENTER AUTH CODE	Key authorization number that was obtained by the voice authorization center and press <b>[ENTER]</b> .
DIALING . . .	Terminal communicates with host for approval.
PRINT CUST RECEIPT YES NO	Press <b>[YES]</b> to print customer receipt.
APPROVED #####	Press <b>[CLEAR]</b> to return to idle prompt.

Reprint	
To reprint any transaction stored in the terminal's memory.	
PROMPT	ACTION
CHECK CREDIT DEBIT	Press <b>[CREDIT]</b> .
SALE REFUND FORCE BACK TIPS MORE	Press <b>[MORE]</b> two (2) times.
VIEW PRINT REPRINT RPRT RPRT	Press <b>[REPRINT]</b> .
ENTER TRANS # #	Key trans number and press <b>[ENTER]</b> or press <b>[ENTER]</b> to reprint last receipt.
PRINT CUST RECEIPT YES NO	Press <b>[YES]</b> to print customer receipt.
VIEW PRINT REPRINT RPRT RPRT	Press <b>[CLEAR]</b> to return to idle prompt.

Reports	
Various types of detail and totals reports can be generated for transactions in the current batch (transactions that have not yet been settled).	
PROMPT	ACTION
CHECK CREDIT DEBIT	Press <b>[CREDIT]</b> .
SALE REFUND FORCE BACK TIPS MORE	Press <b>[MORE]</b> two (2) times.
VIEW PRINT REPRINT RPRT RPRT	Press <b>[PRINT REPORT]</b> .
NET CARD CARD TOTAL TOTAL DETAIL	Press the desired report to print.
PRINTING REPORT . . .	Press <b>[CLEAR]</b> to return to idle prompt.