



**OPEN TAB** Use this function to authorize an open tab transaction .

MMM DD, YY SWIPE CUSTOMER CARD	HH:MM	Press <b>Open Tab</b>
OPEN TAB SWIPE CUSTOMER CARD		Swipe card or key card number and press <b>Yes/Enter</b>
VISA EXPIRATION DATE	OPEN TAB MMYY	Key expiration date and press <b>Yes/Enter</b>
VISA ENTER SERVER ID	OPEN TAB	Key server number and press <b>Yes/Enter</b>
VISA AMOUNT	OPEN TAB \$0.00	Key amount and press <b>Yes/Enter</b>
VISA AUTH/TKT	AUTHORIZE 000000	Tear slip and have customer sign the receipt. Press <b>Cancel</b> to return to the idle prompt

**ADJUSTING A TRANSACTION, CLOSE TAB and ADD TIP** Use this function to change the amount of a transaction, to change or add a tip, or to close an open tab transaction.

MMM DD, YY SWIPE CUSTOMER CARD	HH:MM	Press <b>Adjust</b>
ENTER SERVER ID		Key server number and press <b>Yes/Enter</b>
ENTER ITEM NUMBER		Key item number and press <b>Yes/Enter</b>
TOTAL (000) CLOSE TAB?	\$ 0.00 Y/N	Verify amount and press <b>Yes/Enter</b> to close open tab
TOTAL (000) ENTER TIP	\$ 0.00 \$0.00	Key tip amount and press <b>Yes/Enter</b>
TOTAL (000) CORRECT?	\$ 0.00 YES OR NO	Verify amount, press <b>Yes/Enter</b> if the amount of the transaction is correct or press <b>No/Clear</b> if the amount of the transaction is not correct.
TOTAL (000) NEW AMOUNT	\$ 0.00 \$0.00	Key new amount and press <b>Yes/Enter</b>
TRANSACTION ACCEPTED		Press <b>Cancel</b> to return to the idle prompt

**VIEW TOTALS** Batch totals can be viewed at any time for the transactions in the current batch

MMM DD, YY SWIPE CUSTOMER CARD	HH:MM	Press <b>Totals</b>
TOTALS 00 ITEMS	GRAND \$0.00	Press <b>←</b> to view sales totals
TOTALS 00 ITEMS	REFUND \$0.00	Press <b>←</b> to view refund totals. Press <b>Cancel</b> to exit

**PRE-SETTLEMENT INSTRUCTIONS**

- Place all transaction receipts in sequence number order. Run an adding machine tape of the transactions.
- Print appropriate report (see *Print Reports* instructions). Compare your totals to the terminal report.
- 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.

**PRINT REPORTS** Various types of audit and summary reports can be generated for transactions in the current batch (transactions that have not yet been settled).

MMM DD, YY SWIPE CUSTOMER CARD	HH:MM	Press <b>Reports</b>
1=CLERK 3=SUMMARY	2=AUDIT 4=MORE	Press <b>1</b> , <b>2</b> , <b>3</b> or <b>4</b> to select desired report and <b>Yes/Enter</b> , then follow additional prompts
PRINTING, WAIT...		Report is printing

**SETTLE** Use this function at the end of each day to settle the batch for payment and clear your terminal of transaction information.

MMM DD, YY SWIPE CUSTOMER CARD	HH:MM	Press <b>Settle</b>
SALES TOTAL CORRECT? YES OR NO	\$0.00	Verify net total and press <b>Yes/Enter</b> if total is correct or press <b>No/Clear</b> to exit
CLOSE	SETTLE \$0.00	The transactions have been settled for payment. Press <b>Cancel</b> to return to the idle prompt

**INDUSTRY INFORMATION**

**AVS (Address Verification Service)** - A service designed to help reduce the possibility of fraud on Manually Keyed transactions. The terminal will request the cardholder's billing address and or zip code. Entry of both address and zip code may provide better protection against fraud. If an "N" or an "X" is returned as one of the AVS codes, you may want to consider whether you want to accept the transaction, requesting additional ID from the customer or secure alternate means of payment. . If you don't accept it then you must go back to void the transaction (see procedures for Adjust/Void Transaction). This information is required by MasterCard® and VISA® to help your business qualify for the best rates.

**Card Code Validation** - A service designed to help reduce the possibility of fraud on Card Not Present transactions. The 3 – 4 digit code printed on reverse italics on the signature stripe of the card should be entered when prompted. If the code is not entered, the user will be required to indicate why the prompt was bypassed.

**Offline Sale** – A captured transaction which does not dial out for authorization. Sometimes referred to as a forced transaction. Voice approval should be obtained for all offline sales. Note: If Commercial card processing is enabled, Commercial Card prompts will be displayed on all MasterCard® and VISA® transactions.

**E-Commerce** – A service design to help reduce the possibility of fraud on Internet transactions. The terminal will ask if the website that you used your card credit on is secure or not.

# FDR PLATFORM HYPERCOM® T7 QUICK REFERENCE GUIDE



## Retail / Restaurant

Application ID: T7FDRP.11M

**VOICE AUTHORIZATION NUMBERS**

MC/VS \_\_\_\_\_  
 AX \_\_\_\_\_  
 DISCOVER®/NOVUS \_\_\_\_\_  
 DC/CB \_\_\_\_\_  
 OTHER \_\_\_\_\_  
 CUSTOMER SUPPORT \_\_\_\_\_

**PROGRAMMING INFORMATION**

Merchant Number \_\_\_\_\_  
 Merchant ID (MID) \_\_\_\_\_  
 Terminal ID (TID) \_\_\_\_\_  
 Download Telephone Number \_\_\_\_\_  
 Touch Tone or Rotary Dial \_\_\_\_\_

By choosing our terminal applications, you are taking advantage of industry leading Interactive Technology, which helps ensure the integrity of your transaction flow. Merchant Services has taken great care and effort to create applications that are robust and fast, yet easy to use. Our goal is to continue this tradition by listening to you. If you have any suggestions on features or functionality of our products, please e-mail us at

[Suggestions@ProductEnhancements.com](mailto:Suggestions@ProductEnhancements.com)

Please note that this is not a customer service line. Your message may not be responded to, but will be carefully read and considered as a potential enhancement.