

# OMNI 3200/3210 QUICK REFERENCE GUIDE



## Credit Sale

**1** Press F2 key on the terminal.

**2** Swipe card through vertical slot as shown on terminal\*.

\* If the magnetic stripe cannot be read by the terminal, a sales slip must be imprinted with the credit card information to verify that the card was present at the time of the transaction. Failure to imprint the card may result in a chargeback.

- Key in card number and press **ENTER**.
- Key in card expiration date press **ENTER**.  
(Example: for December 2005, enter 1205.)

**3** Select sale type.

- If Debit or EBT is activated in your terminal you will need to press **F1** for Credit.

**NOTE: Prompting messages vary based on the card type and setup. Terminal may display the following prompts:**

- Clerk ID? Enter the **CLERK ID** or press **ENTER** for none.

**4** Key in dollar amount of transaction, then press **ENTER**.

**NOTE: Prompting messages vary based on the card type and setup. Terminal may display the following prompts:**

- Recurring Pmnt? Press **F2** for yes, **F1** for no.
- Phone Order? Press **F2** for yes, **F1** for no.
- E-Commerce? Press **F2** for yes, **F1** for no.
- Invoice Number? Key appropriate information, press **ENTER**.
- Customer Number? Key appropriate information, press **ENTER**.
- Purchase ID? Key appropriate information, press **ENTER**.
  - Tax Amount? Key appropriate information, press **ENTER**.

**5** Transaction complete - Credit Sale captured.

- Receipt prints if transaction is approved. Wait till finished.
- Have customer sign receipt and place in cash register drawer.
- Terminal displays transaction response. Press **CLEAR**.

## Credit Return

**1** Press F3 key on the terminal.

**2** Swipe card through vertical slot as shown on terminal\*.

\* If the magnetic stripe cannot be read by the terminal, a sales slip must be imprinted with the credit card information to verify that the card was present at the time of the transaction. Failure to imprint the card may result in a chargeback.

- Key in card number and press **ENTER**.
- Key in card expiration date press **ENTER**.  
(Example: for December 2005, enter 1205.)

**3** Select sale type.

- If Debit or EBT is activated in your terminal you will need to press **F1** for Credit.

**NOTE: Prompting messages vary based on the card type and setup. Terminal may display the following prompts:**

- Clerk ID? Enter the **CLERK ID** or press **ENTER** for none.

**4** Key in dollar amount of transaction, then press **ENTER**.

**NOTE: Prompting messages vary based on the card type and setup. Terminal may display the following prompts:**

- Recurring Pmnt? Press **F2** for yes, **F1** for no.
- Phone Order? Press **F2** for yes, **F1** for no.
- E-Commerce? Press **F2** for yes, **F1** for no.
- Invoice Number? Key appropriate information, press **ENTER**.
- Customer Number? Key appropriate information, press **ENTER**.
- Purchase ID? Key appropriate information, press **ENTER**.
  - Tax Amount? Key appropriate information, press **ENTER**.

**5** Transaction complete - Credit Return captured.

- Receipt prints if transaction is approved. Wait till finished.
- Have customer sign receipt and place in cash register drawer.
- Terminal displays transaction response. Press **CLEAR**.

## Credit Ticket Only

When given an approval code by an operator, you must complete a Credit Ticket Only transaction to enter item into terminal and print receipt for customer to sign.

**1** Press ↓ key on the terminal then F2–Ticket Only.

**2** Swipe card through vertical slot as shown on terminal\*.

\* If the magnetic stripe cannot be read by the terminal, a sales slip must be imprinted with the credit card information to verify that the card was present at the time of the transaction. Failure to imprint the card may result in a chargeback.

- Key in card number and press **ENTER**.
- Key in card expiration date press **ENTER**.  
(Example: for December 2005, enter 1205.)

**3** Select sale type.

- If Debit or EBT is activated in your terminal you will need to press **F1** for Credit.

**NOTE: Prompting messages vary based on the card type and setup. Terminal may display the following prompts:**

- Clerk ID? Enter the **CLERK ID** or press **ENTER** for none.

**4** Key in dollar amount of transaction, then press **ENTER**.

**NOTE: Prompting messages vary based on the card type and setup. Terminal may display the following prompts:**

- Approval Code? Key appropriate information, press **ENTER**.
- Recurring Pmnt? Press **F2** for yes, **F1** for no.
- Phone Order? Press **F2** for yes, **F1** for no.
- E-Commerce? Press **F2** for yes, **F1** for no.
- Invoice Number? Key appropriate information, press **ENTER**.
- Customer Number? Key appropriate information, press **ENTER**.
- Purchase ID? Key appropriate information, press **ENTER**.
  - Tax Amount? Key appropriate information, press **ENTER**.

**5** Transaction complete - Credit Ticket Only captured.

- Receipt prints if transaction is approved. Wait till finished.
- Have customer sign receipt and place in cash register drawer.
- Terminal displays transaction response. Press **CLEAR**.

## Debit Sale

**1** Press F2 key on the terminal.

**2** Swipe card through vertical slot as shown on terminal\*.

\*All debit card transactions must be swiped; debit card transactions may not be manually entered.

**3** If Debit or EBT is activated choose Debit (F3).

- If Debit or EBT is activated in your terminal you will need to press **F3** for Debit.

**NOTE: Prompting messages vary based on the card type and setup. Terminal may display the following prompts:**

- Clerk ID? Enter the **CLERK ID** or press **ENTER** for none.

**4** Key in dollar amount of transaction, then press **ENTER**.

**NOTE: Prompting messages vary based on the card type and setup. Terminal may display the following prompts:**

- Recurring Pmnt? Press **F2** for yes, **F1** for no.
- Phone Order? Press **F2** for yes, **F1** for no.
- E-Commerce? Press **F2** for yes, **F1** for no.

**5** Customer enters PIN number to complete transaction.

**6** Transaction complete - Debit Sale captured.

- Receipt prints if transaction is approved. Wait till finished.
- Have customer sign receipt and place in cash register drawer.
- Terminal displays transaction response. Press **CLEAR**.

## Debit Return

**1** Press F3 key on the terminal.

**2** Swipe card through vertical slot as shown on terminal\*.

\*All debit card transactions must be swiped; debit card transactions may not be manually entered.

**3** Select sale type.

• If Debit or EBT is activated in your terminal you will need to press F3 for Debit.

**NOTE: Prompting messages vary based on the card type and setup. Terminal may display the following prompts:**

• Clerk ID? Enter the **CLERK ID** or press **ENTER** for none.

**4** Key in dollar amount of transaction, then press **ENTER**.

**NOTE: Prompting messages vary based on the card type and setup. Terminal may display the following prompts:**

• Recurring Pmnt? Press **F2** for yes, **F1** for no.

• Phone Order? Press **F2** for yes, **F1** for no.

• E-Commerce? Press **F2** for yes, **F1** for no.

**5** Customer enters PIN number to complete transaction.

**6** Transaction complete - Debit Return captured.

- Receipt prints if transaction is approved. Wait till finished.
- Have customer sign receipt and place in cash register drawer.
- Terminal displays transaction response. Press **CLEAR**.

**Card Name      Merchant Number      Phone Number**

**Amex:**

**Diners:**

**Discover:**

**VISA/MC:**

**Customer Support:**

ETC-000

## Additional Terminal Functions

**▶ Void A Credit Transaction.**

- Press **FOUR** key on the terminal.
- Enter items # press **ENTER** for the last transaction.
- If correct item is displayed, press **ENTER**.
- Screen will display, Void-Press Enter, press the **ENTER** key.
- Press **ENTER** to confirm that you wish to Void the item.

**▶ View A Credit Transaction.**

- Press **BLUE** function key, then the **ONE** key.
- Enter card type or press **ENTER** for all cards.
- Enter item # or press **ENTER** for the first transaction.
- Press the **ENTER** key to skip to the next transaction.
- Use the \* or # keys to scroll through the detail of the transaction.

**Terminal Displays:**

Item#	Trans Type	Total
Amount 001	S	\$\$\$\$\$.cc

**▶ View Terminal Totals.**

- Press **BLUE** function key, then the **TWO** key.
- Select 1 for Card Totals, or 2 for Operator ID totals.
- If Option 1 Card Totals was chosen the following prompt displays:
  - Enter Card Type. Key in the card type or press **ENTER** for all cards.

**Terminal Displays:**

Trans Type	Count	Total Amount
TT	NNN	\$\$\$\$\$.cc

- If Option 2 Operator ID Totals was chosen the following prompt displays:
  - Enter Operator ID. Key in the Operator ID # or press **ENTER** for the first operator.

**Terminal Displays:**

Count	Operator	Operator Amount
N	NN	\$\$\$\$\$.cc

**▶ Reprint a Receipt.**

**\*\*Receipt must be printed before batch is closed.**

- Press **BLUE** Function key, then the **FIVE** key.
- Terminal will display Print Option?
- Press the **THREE** key for reprint.
- Terminal will display Enter Item #.
- Key the appropriate item # then press **ENTER**, or press **ENTER** for the last transaction.

**▶ Reporting.**

**\*\*Reports must be printed before batch is closed.**

- Press **BLUE** Function key, then **FIVE**.
- Terminal will display Print Option?
  - Option 1 = Detail Report      Lists each individual transaction.
  - Option 2 = Totals              Lists totals by card type.
- Enter the appropriate option, then press **ENTER**.

## Address Verification (AVS)

Visa and MasterCard offer the Address Verification Service (AVS) to merchants. This service reduces chargebacks by allowing merchants to check customers' addresses and/or ZIP codes against their credit card account numbers while performing authorizations.

Address verification is usually performed for manually entered sales, mail/phone orders and other transactions in which the credit card is not present. If your terminal prompts for AVS address or ZIP code verification, please follow these steps.

**▶ If your terminal prompts AVS Address?**

Enter only the first five numeric digits (or up to the first space) of the customers home address; do not attempt to enter any alpha characters for street names.

Example: If address is ...	You enter ...
One Main Street	1
123 First Ave.	1 2 3
23 Main St., No. 56	2 3
4567 Main St, Apt. 89	4 5 6 7
34567 Main St., Apt. C-12	3 4 5 6 7

- Press **ENTER**.

**▶ If your terminal prompts for AVS ZIP?**

- Enter the customers 5 or 9 digit ZIP code, press **ENTER**.

**▶ Transaction complete. Sale captured.**

- Receipt prints if transaction is approved. Wait till finished.
- Have customer sign receipt and place in cash register drawer.
- Terminal displays transaction response. Press Clear.

If address information was entered, a one-character verification response code is returned along with the approval code. Please consult your financial institution for a current list of verification response codes and information regarding the use of these codes.

A - Address matches, ZIP codes does not match.

E - Ineligible transaction.

N - Address and ZIP code do not match.

R - Re-enter, system unavailable.

S - Service not supported.

U - Address information not available.

W - Nine digit ZIP code matched, address does not match.

X - Exact match of address and nine digit ZIP code.

Y - Five digit ZIP code matches, address does not.