

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

**SALE (Swiped or Manually Keyed)** Use this function to authorize and capture transactions for settlement. If the magnetic stripe is unreadable a manual entry of the card is necessary, you must obtain a card imprint on the sales slip using a manual imprinter as verification that the card is present.

INSERT CHECK OR SWIPE CARD	Touch <b>Credit</b>
SALE REFUND FORCE	Touch <b>Sale</b>
ENTER CARD #	Swipe card or manually key card number and press <b>Enter</b>
LAST 4 DIGITS?	Key last 4 digits of the card number and press <b>Enter</b>
EXPIRE DATE MMY	Key expiration date and press <b>Enter</b>
CARD PRESENT? YES NO	Touch <b>Yes</b> if the card is present or touch <b>No</b> if the card is not present
RECURRING PAYMENT?	Touch <b>No</b> if the transaction is not recurring payment or Touch <b>Yes</b> if the transactions is recurring payment
EMAIL OR WEB?	Touch <b>No</b> if the transaction is not e-commerce or Touch <b>Yes</b> if the transactions is e-commerce.
ENTER CARD CODE	Key in the 3-4 digit card code and press <b>Enter</b> or press <b>Enter</b> for other options. <i>The card code can be found on the signature line of the customer's credit card</i>
SALE AMOUNT? \$ 0.00	Key amount and press <b>Enter</b>
ENTER ADDRESS	Key the first 5 digits of the customer's address and press <b>Enter</b>
ENTER ZIP CODE	Key customer's zip code and press <b>Enter</b>
ENTER CLERK #	Key clerk number and press <b>Enter</b>
ENTER INVOICE #	Key invoice number and press <b>Enter</b>
ENTER PURCHASE #	Key purchase number and press <b>Enter</b>
TAX AMOUNT?	Key tax amount and press <b>Enter</b>
TAX EXEMPT? YES NO	Touch <b>Yes</b> if the transaction is tax exempt or Touch <b>No</b> if the transaction is not tax exempt (only displayed if tax = \$0.00)
PRINT CUST RECEIPT YES NO	Touch <b>Yes</b> to print customer receipt. The AVS response code will be displayed on the printed receipt. If CALL CENTER is displayed, call for voice authorization. If you receive voice authorization, follow the prompts for Force to complete the transaction.
APPROVED OK 0000-00 AV = XX	Press <b>Clear</b> to return to idle prompt

**AVS Response Codes:**

- Y = Match
- N = No Match
- X = Service Unavailable

**DEBIT SALE (with Cash Back)** Use this function to authorize and capture transactions for settlement.

INSERT CHECK OR SWIPE CARD	Touch <b>Other</b>
DEBIT EBT GIFT CARD	Touch <b>Debit</b>
SALE REFUND	Touch <b>Debit Sale</b>
SWIPE DEBIT CARD	Swipe card
SALE AMOUNT? \$0.00	Debit card can't be manually keyed Key amount and press <b>Enter</b>
CASHBACK AMT? \$0.00	Key cashback amount and press <b>Enter</b>
IS \$0.00 OK YES NO	Verify total amount and press <b>Yes</b> if the amount is correct
TOTAL \$0.00 ENTER PIN	Instruct customer to enter PIN via PIN pad and press <b>Enter</b> . <i>Do not ask customer for the PIN</i>
PRINT CUST RECEIPT? YES NO	Press <b>Yes</b> to print customer receipt.
APPROVED 000000 - 00	Press <b>Clear</b> to return to idle prompt

**FORCE SALE** Use this function to capture transactions when voice approval has been obtained. Sometimes referred to as an offline transaction.

INSERT CHECK OR SWIPE CARD	Touch <b>Credit</b>
SALE REFUND FORCE	Touch <b>Force</b>
ENTER 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 AMT? \$0.00	Key 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>
PRINT RECEIPT YES NO	Touch <b>Yes</b> to print merchant receipt
PRINT CUST RECEIPT YES NO	Touch <b>Yes</b> to print customer receipt.
FORCE CAPTURED 000000-00	Press <b>Clear</b> to return to idle prompt

**VOID** Use this function to change the amount or to delete a transaction that is in the current batch.

INSERT CHECK OR SWIPE CARD	Press <b>Edit</b>
CREDIT CHECK	Touch <b>Credit</b>
INV# 00000 VS SALE OK 00000 XXXXXXXXXXXXXXXXXX CLK 0000 AVS = Y TOTAL AMT \$0.00	Touch <b>Edit</b> to edit the displayed transaction or touch the right or left <b>←</b> arrow keys to scroll other transactions.
EDIT TRANS VOID BASEAMT	Touch <b>Void</b> to void the displayed transaction or touch <b>BaseAmt</b> to change the amount of the displayed transaction.
ENTER NEW AMT \$0.00	Key new amount and press <b>Enter</b>
VOID / UPDATE OK INV# 00000 VS SALE OK 00000 XXXXXXXXXXXXXXXXXX CLK 0000 AVS = Y TOTAL AMT \$0.00	Press <b>Clear</b> to return to idle prompt

**REFUND** Use this function to issue a credit to the cardholder's account for goods or services.

INSERT CHECK OR SWIPE CARD	Touch <b>Credit</b>
SALE REFUND FORCE	Touch <b>Refund</b>
ENTER 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 AMT? \$0.00	Key amount and press <b>Enter</b>
PRINT CUST RECEIPT YES NO	Touch <b>Yes</b> to print customer receipt.
REFUND CAPTURED -00	Press <b>Clear</b> to return to idle prompt

**AUTHORIZATION ONLY** Use this procedure to authorize a credit card transaction. This will not capture in the terminal.

INSERT CHECK OR SWIPE CARD	Touch <b>Credit</b>
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SALE REFUND FORCE BACK MORE	Touch <b>More</b>
AUTH TABS CLOSE	Touch <b>Auth</b>
ENTER CARD #	Swipe card or manually key card number and press <b>Enter</b>
EXPIRE DATE MMY	Key expiration date and press <b>Enter</b>
PREAUTH AMT? \$0.00	Key authorization amount and press <b>Enter</b>
APPROVED OK0000- 00	Press <b>Clear</b> to return to idle prompt

INSERT CHECK OR SWIPE CARD	Touch <b>Credit</b>
SALE REFUND FORCE BACK MORE	Touch <b>More</b> two times
VIEW PRINT REPRINT RPRT RPRT	Touch <b>Print Report</b>
NET CARD CARD TOTAL TOTAL DETAIL	Touch the desired report to print
ENTER CLERK#	Key clerk number and press <b>Enter</b> or press <b>Enter</b> for all clerks.
PRINTING REPORT....	Press <b>Clear</b> four times to return to idle prompt

CO: 26	IA: 49	MO: 66	OH: 60	VT: 83	GU: 16	PR: 70
CT: 28	KS: 57	MT: 68	OK: 65	VA: 82	MB: 61	QU: 71
DE: 33	KY: 59	NE: 63	OR: 67	WA: 92	NB: 13	SK: 12
DC: 93	LA: 52	NV: 38	PA: 78	WV: 98	NF: 31	VI: 17
FL: 35	ME: 56	NH: 47	RI: 74	WI: 94	NT: 01	YT: 91
Company Checks: 85			MICR Number: 00		Military ID: 10	

**INDUSTRY INFORMATION**

**Address Verification (AVS)** – 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 requesting additional ID from the customer or secure alternate means of payment. *This information is required by MasterCard® and VISA® to help your business qualify for the best rates.*

**Commercial Card** – A credit card identified by MasterCard® or VISA® as a Business, Corporate, or Purchase Card. If the terminal is setup to process Commercial Cards, a tax amount will be requested for Business and Corporate cards, and a tax amount and purchase number will be requested for Purchase Cards. *This information is required by MasterCard and VISA to help your business qualify for the best rates.*

**Force Sale** – A captured transaction that 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.

**REPRINT** Use this function to reprint the last transaction in the current batch.

INSERT CHECK OR SWIPE CARD	Touch <b>Credit</b>
SALE REFUND FORCE BACK MORE	Touch <b>More</b> two times
VIEW PRINT REPRINT RPRT RPRT	Touch <b>Reprint</b>
PRINT CUST RECEIPT YES NO	Touch <b>Yes</b> to print customer receipt.
VIEW PRINT REPRINT RPRT RPRT	Press <b>Clear</b> three times to return to idle prompt

**PRE-SETTLEMENT INSTRUCTIONS**

- Place all transaction receipts in sequence number order. Run an adding machine tape of the transactions.
- Print appropriate report (see report 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.

**REVIEWS** Various types of detail and totals reviews can be generated for transactions in the current batch (transactions that have not yet been settled).

INSERT CHECK OR SWIPE CARD	Touch <b>Credit</b>
SALE REFUND FORCE BACK MORE	Touch <b>More</b> two times
VIEW PRINT REPRINT RPRT RPRT	Touch <b>View Report</b>
NET CARD CARD TOTAL TOTAL DETAIL	Touch the desired report to view
ENTER INVOICE OR CLERK#	Key invoice or clerk number and press <b>Enter</b> Touch the right or left <b>→</b> arrow keys to scroll through transactions.
INV# 00000 VS SALE OK 00000 XXXXXXXXXXXXXXXXXX CLK 0000 AVS = Y TOTAL AMT \$0.00	Press <b>Clear</b> five times to return to idle prompt

**SETTLE** Use this function at the end of each day to settle the batch for payment and clear your terminal of transaction information. These procedures are only necessary if Auto Close is disabled.

INSERT CHECK OR SWIPE CARD	Touch <b>Credit</b>
SALE REFUND FORCE BACK MORE	Touch <b>More</b>
AUTH TABS CLOSE	Touch <b>Close</b>
CONFIRM CLOSE YES NO	Touch <b>Yes</b> to confirm close
CLOSE COMPLETE BATCH # 00000	Press <b>Clear</b> to return to idle prompt

**CHECK APPROVAL ID CODES:** If processing checks through the FDMS<sup>sm</sup> host, use the following ID codes. Not all check approval companies support every code listed below.

**States:**

AL: 25	GA: 42	MD: 79	NJ: 53	SC: 72	WY: 99
AK: 55	HI: 44	MA: 87	NY: 69	SD: 73	<b>Territories/Provinces</b>
AZ: 20	ID: 43	MI: 40	NM: 39	TN: 86	AB: 21
AR: 27	IL: 45	MN: 64	NC: 75	TX: 89	AS: 18
CA: 23	IN: 46	MS: 77	ND: 36	UT: 88	BC: 11
					PE: 81

# MERCHANT SERVICES NASHVILLE ECLIPSE® QUICK REFERENCE GUIDE



## Retail

Application ID: 640

**VOICE AUTHORIZATION NUMBERS**

MC/VS \_\_\_\_\_

AX \_\_\_\_\_

DISCOVER/NOVUS \_\_\_\_\_

DC/CB \_\_\_\_\_

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

OTHER _____
CUSTOMER SUPPORT _____

<b><u>PROGRAMMING INFORMATION</u></b>
Merchant Number _____
FDMS <sup>sm</sup> Merchant ID (MID) _____
FDMS <sup>sm</sup> 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 ensures the integrity of your transaction flow. We have 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.