

Tranz 330/ 380 Quick Reference Guide



MERCHANT MANAGEMENT GROUP, LLC

Retail Credit Card Sale

1 Press ONE key on the terminal.

If debit is activated, choose **CREDIT** when prompted to select sale type.

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.

For manual entry:

- Key in card number and press **ENTER**.
- Key in card expiration date press **ENTER**.
(Example: for December 2001, enter 1201.)

3 Key in dollar amount of transaction, then press ENTER.

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

- Tax Amount. Key the appropriate information, press **ENTER**.
- Operator ID: Key the appropriate information, press **ENTER**.
- Invoice Number. Key the appropriate information, press **ENTER**.
- Recurring Y/N? (Press **9** for yes, **6** for no.)
- Customer Code. Key the appropriate information, press **ENTER**.

4 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.

Credit Return/ Refund

1 Press TWO key on the terminal.

If debit is activated, choose **CREDIT** when prompted to select refund type.

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

For manual entry:

- Key in card number and press **ENTER**.
- Key in card expiration date press **ENTER**.
(Example: for December 2001, enter 1201.)

3 Key in refund amount and press ENTER.

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

- Tax Amount. Key the appropriate information, press **ENTER**.
- Operator ID: Key the appropriate information, press **ENTER**.
- Invoice Number. Key the appropriate information, press **ENTER**.
- Customer Code. Key the appropriate information, press **ENTER**.

4 Transaction complete - Return/Refund 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 FIVE key on the terminal.

Manually enter card information.

- Key in card number and press **ENTER**.
- Key in card expiration date and press **ENTER**.
(Example: for December 2001, enter 1201.)

2 Key in dollar amount of transaction, then press ENTER.

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

- Tax Amount. Key the appropriate information, press **ENTER**.
- Total Auth Amount. Key the appropriate information, press **ENTER**.
- Operator ID: Key the appropriate information, press **ENTER**.
- Invoice Number. Key the appropriate information, press **ENTER**.
- Order Number? Key the appropriate information, press **ENTER**.
- Customer Code. Key the appropriate information, press **ENTER**.
- Enter Auth Code. Key the appropriate information, press **ENTER**.

3 Transaction complete - 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 ONE key on the terminal.

Choose **DEBIT (ATM)** when prompted to select sale type.

2 Key in Debit Sale amount and press ENTER.

- Tax Amount? Key the appropriate information, press **ENTER**.
- Cash Back? Key the appropriate information, press **ENTER**.

3 Swipe card through vertical slot as shown on pinpad.

NOTE: All debit card transactions must be swiped; debit card numbers may not be entered manually.

4 Customer enters PIN at the pinpad, then press ENTER..

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

- Operator ID: Key the appropriate information, press **ENTER**.
- Invoice Number. Key the appropriate information, press **ENTER**.

5 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.

Note: Debit transactions cannot be edited or voided.



Close Batch

- Press **NINE** key on the terminal.

NOTE: A detail report will print prior to settlement report. If your terminal is set for **AUTO CLOSE**, it will automatically close and print a closing report at the preset time each day.

Voice Approvals

For CALL CENTER response call the appropriate Card issuing company at the numbers below.

Card Name	Merchant Number	Phone Number
Amex:		800.528.2121
Diners:		800.525.9040
Discover:		800.347.1111
VISA/MC: 518089		800.228.1122
Local Terminal Help		850.747.0664
		877.664.1122
24/7 Customer Support		800.228.0210

Additional Terminal Functions

Void A Credit Transaction.

- Press **FOUR** key on the terminal.
- Enter item # or press **ENTER** for the last transaction.
- If correct item is displayed, then press **ENTER**.
- Screen will display Void-Press **ENTER**, press the **ENTER** key.
- Terminal will display **ENTER** to confirm.
- Hit **ENTER** one more time to void transaction.

NOTE: Debit transactions cannot be edited or voided.

View A Credit Transaction.

- Press **BLUE** function key, then the **ONE** key.
- Enter card type, press the **ENTER** key.
- Enter item # or press **ENTER** for the first transaction.
- Hit the **ENTER** key to scroll till desired item is displayed.
- 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 card type or press **ENTER**.

Terminal Displays:

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

- If Option 2 Operator ID Totals was chosen the following prompt displays:
Terminal Displays:

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

Reprint a Receipt.

- 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 information, then press the **ENTER** key.

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