

FD100ti Quick Reference Guide



MERCHANT MANAGEMENT GROUP

**Retail
Credit Card Sale**

- 1 Touch SALE on display
Key in transaction amount (\$.\$\$)
(Default is a SALE but if REFUND or VOID is needed press OTHER)
- 2 **INSERT/ TAP/ SWIPE CARD**
If card needs to be manually entered:
Answer card not present when keying to have terminal prompt for CVV2 #
key in card number and press **Green** key.
Key in expiration date & press **Green** key.
(Example: December 2025, enter 1225)
Key **CVV2** (3 digit on back of card)
Address (Street # of card billing Addr)
Zip (Zip code of card billing address)

If terminal prompts for "CUSTOMER CODE"
enter 4 digits or press **GREEN** key to bypass

The Customer Code/PO Number is a four digit number that appears on the cardholder's credit card billing statement that allows the cardholder to track purchases made with the card number.
- 3 Once approved receipt will print.

Helpful hints:

Dip the Chip

Have cardholder insert chip card into terminal with chip facing up. Do not remove until transaction is complete and prompts cardholder to remove card. If chip card cannot be read, it is recommended to ask for another form of payment to help prevent chargebacks.

Credit Return/Refund

- 1 Touch OTHER, touch MORE
Select REFUND
Key in transaction amount (\$.\$\$)
press down arrow keys to highlight
Void or Return(shown on top of screen)
- 2 Enter transaction # to be refunded.
- 3 **INSERT/ TAP/ SWIPE CARD**

Once approved receipt will print.

Reprint

- 1 Touch OTHER, touch MORE
Select REPRINT
- 2 Enter transaction #
- 3 Once approved receipt will print.

Void Sale

- 1 Touch OTHER, touch MORE
Select VOID
Key in transaction amount (\$.\$\$)
press down arrow keys to highlight
Void or Return(shown on top of screen)
- 2 Enter transaction # to be voided.
- 3 **INSERT/ TAP/ SWIPE CARD**

Once approved receipt will print.



Close Batch

Touch **OTHER**
Touch **REPORTS/ DETAIL**

Touch **OTHER**, touch **CLOSE**
Review Screen, then select OK
to confirm totals.

Place label here

Visa/ MasterCard Voice approval # 800.228.1122

Discover Voice approval # 800.347.1111

American Express Voice approval # 800.528.2121

Local Terminal Help 850.747.0664

877.664.1122

24/7 Customer Support 800.228.0210

Additional Terminal Functions

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Error Messages:

**VXN ERROR 53
SEND ERROR**

**Internet not detected and/or
ethernet line is disconnected.**

Quick fix

**(A) Disconnect power from router,
then reconnect.**

**(B) Disconnect power only from
terminal then reconnect. Terminal
will reboot to re-establish internet
connection.**