

# Retail Application

## Quick Reference Guide



Hypercom® T4000 Series



# Quick Reference Guide

## Retail Application

### Credit Card Sale

- > Swipe the card
  - > Follow the prompts
- OR
- > Select [ENTER]
  - > Select [TRANSACTION]
  - > Select [SALE]
  - > Select [CREDIT]
  - > Swipe the card
  - > If prompted for purchasing card press [ENTER] for yes or [CLEAR] for no
    - If prompted enter the PO/ID # and press [ENTER]
  - > If prompted [ENTER] the last 4 digits of the account # and press [ENTER]
  - > Enter the \$ amount and press [ENTER]
  - > If prompted enter the tax amount and press [ENTER]
  - > The terminal will display the total. If correct press [ENTER] to continue or [CLEAR] to return to the main screen
  - > Print second receipt – [ENTER] for Yes or [CLEAR] for No

### Manual Sale

- > Select [ENTER]
- > Select [TRANSACTION]
- > Select [SALE]
- > Select [CREDIT]
- > If prompted for purchasing card press [ENTER] for Yes or [CLEAR] for No
  - If prompted enter the PO/ID # and press [ENTER]
- > If prompted press [ENTER] for card present or [CLEAR] if the card is not present
  - If the card is not present select the verification code listed
- > Enter the \$ amount and press [ENTER]
- > If prompted enter the tax amount and press [ENTER]
- > The terminal will display the total. If it is correct press [ENTER] to continue or [CLEAR] to return to the main screen.
- > If prompted enter the address information
- > If prompted enter the zip code
- > Print second receipt – [ENTER] for Yes or [CLEAR] for No

### Authorization Only

- > Press [ENTER]
- > Select [TRANSACTION]
- > Use the arrow key to scroll to [AUTHORIZATION ONLY] and select it
- > Swipe or manually enter card # and press [ENTER]
- > If prompted input the expiration date and press [ENTER]
- > If prompted enter the last 4 digits of the card # and press [ENTER]
- > If prompted press [ENTER] for card present or [CLEAR] if the card is not present
  - If the card is not present select the verification code listed
- > Enter the \$ amount and press [ENTER]
- > Print second receipt – [ENTER] for Yes or [CLEAR] for No

### Forced Sale

- > Press [ENTER]
- > Select [TRANSACTION]
- > Select [OFFLINE]
- > Swipe or manually enter the card # and press [ENTER]
- > If prompted for purchasing card, press [ENTER] for Yes or [CLEAR] for No
- > If prompted input the expiration date and press [ENTER]
- > If prompted enter the last 4 digits of the account # and press [ENTER]
- > If prompted enter the PO # and press [ENTER]
- > Enter the \$ amount and press [ENTER]

- > If prompted enter the tax amount and press [ENTER]
- > The terminal will display the total. If it is correct press [ENTER] to continue or [CLEAR] to return
- > Input the approval code and press [ENTER]
- > Print second receipt – [ENTER] for Yes or [CLEAR] for No

### Balance Inquiry

- > Press [ENTER]
- > Select [TRANSACTION]
- > Use the arrow key to scroll to [BALANCE] and select it
- > Select [PREPAID]
- > Swipe or manually enter the card # and press [ENTER]
- > A receipt will print with the available balance



### Debit Sale

- > Select [ENTER]
- > Select [TRANSACTION]
- > Select [SALE]
- > Select [DEBIT]
- > Swipe the card
- > Enter the \$ amount and press [ENTER]
- > If prompted enter the cash back amount and press [ENTER]
- > The terminal will display the total. If it correct press [ENTER] to continue or [CLEAR] to return to the main screen
- > Have the customer input their PIN # and press [ENTER]
- > Print second receipt – [ENTER] for Yes or [CLEAR] for No

### Void

- > Press [ENTER]
- > Select [TRANSACTION]
- > Use the arrow key to scroll to [VOID] and select it
- > Input the invoice # and press [ENTER]
- > The terminal will display the total. If it is correct press [ENTER] to continue or [CLEAR] to return
- > Print second receipt – [ENTER] for Yes or [CLEAR] for No

### Credit Return

- > Press [ENTER]
- > Select [TRANSACTION]
- > Select [REFUND]
- > Select [CREDIT]

- > Swipe or manually enter the card # and press [ENTER]
- > If prompted input the expiration date and press [ENTER]
- > If prompted enter the last 4 digits of the account # and press [ENTER]
- > Enter the \$ amount and press [ENTER]
- > Print second receipt – [ENTER] for Yes or [CLEAR] for No

### Debit Refund

- > Press [ENTER]
- > Select [TRANSACTION]
- > Select [REFUND]
- > Select [DEBIT]
- > Swipe the card
- > If prompted enter the last 4 digits of the account # and press [ENTER]
- > Enter the \$ amount and press [ENTER]
- > Have the customer enter their PIN # and press [ENTER]
- > Print second receipt – [ENTER] for Yes or [CLEAR] for No

### Find

- > Press [ENTER]
- > Select [BATCH]
- > Use the arrow keys to scroll to [FIND] and select it
- > Input the invoice # and press [ENTER]

## Reprint

- > Press [ENTER]
- > Use the arrow key to scroll to re-print and select it
- > Select [LAST] to print the last transaction or [INVOICE] to enter a specific invoice #
- > Select customer or merchant copy

The receipt will reprint

## Settlement

- > Press [ENTER]
- > Select [BATCH]
- > Select [SETTLEMENT]
- > Enter the manager password and press [ENTER]
- > The terminal will display the sale total. If it correct press [ENTER] to continue or [CLEAR] to return
- > The terminal will display the refund total. If it correct press [ENTER] to continue or [CLEAR] to return
- > The terminal will settle the batch and print a settlement report

**NOTE:** If totals are incorrect run an audit to determine what transactions are missing and re-run them.

## Batch Review

- > Press [ENTER]
- > Select [BATCH]
- > Select [REVIEW]
- > Use the [CLEAR] key to view the previous transaction or [ENTER] to view the next transaction

## Totals

- > Press [ENTER]
- > Select [BATCH]
- > Select [TOTALS]
- > The batch is scanned and the total \$ amount for the batch displays
- > Press [ENTER] to review net sales by card type and continue to as needed
- > Press [CLEAR] to review previous totals. When the last card is shown the terminal displays 'NO MORE TOTALS'

## Detail Report

- > Press [ENTER]
- > Press [REPORTS]
- > Select [AUDIT]
- > Select [NOVA]

A detailed breakdown of the transaction will print

## Summary Report

- > Press [ENTER]
- > Select [REPORTS]
- > Select [SUMMARY]

The report will print

## History Report

- > Press [ENTER]
- > Press [REPORTS]
- > Use the arrow key to scroll to [HISTORY] and select it
- > Select the length of days history you want to print

The report will print



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## The Online Window To Your Payment Processing Account

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### **My Reports**

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### **Support**

Find resource information about transaction processing, industry mandates, product support and practical tips to help improve your bottom line.

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