

Restaurant Application

Quick Reference Guide



Hypercom® T4100 Series



Quick Reference Guide

Restaurant Application

Credit Card Sale

- > Swipe card
- > Input last 4 digits of card and press [ENTER]
- > Input server # and press [ENTER]
- > Input \$ amount and press [ENTER]
- > If prompted, select the tip % on the screen and press [ENTER] or scroll for [OTHER] options: or
- > If prompted, input a specific tip amount and press [ENTER]

NOTE: If tip is not known at the time of sale, press [ENTER]. Tip can be edited later.

- > Verify total and press [ENTER]
- > Print second receipt – [ENTER] for Yes or [CLEAR] for No
- > Provide Customer Copy receipt to customer

Debit Card Sale

- > Press [DEBIT]
- > Swipe card
- > Input server # and press [ENTER]
- > Input \$ amount and press [ENTER]
- > If prompted, select the tip % on the screen and press [ENTER] or scroll for [OTHER] options: or
- > If prompted, input a specific tip amount and press [ENTER]
- > Input cash back amount and press [ENTER] (only if enabled)
- > Customer inputs PIN on PIN-pad and presses [ENTER] after verifying amount

- > Print second receipt – [ENTER] for Yes or [CLEAR] for No
- > Provide Customer Copy receipt to customer

Manual Sale

- > Input account # and press [ENTER]
- > Input the expiration date (MMYY) and press [ENTER]
- > Imprint card and press [ENTER]
- > Card present? [YES/NO]
- > Input server # and press [ENTER]
- > Select [PRESENT] if Verification Code is present
- > Input Verification Code and press [ENTER]
- > Input \$ amount and press [ENTER]

- > If prompted, select the tip % on the screen and press [ENTER] or scroll for [OTHER] options: or
- > If prompted, input a specific tip amount and press [ENTER]

NOTE: If tip is not known at the time of sale, press [ENTER]. Tip can be edited later.

- > Verify total and press [ENTER]
- > Input customer's address, and press [ENTER]
- > Input customer's ZIP Code, and press [ENTER]
- > Print second receipt – [ENTER] for Yes or [CLEAR] for No
- > Provide Customer Copy receipt to customer

Reports

- > Press [REPORT]
 - Select [AUDIT] and then [NOVA] for a detailed breakdown of transactions
 - Select [SUMMARY] for a card type summary breakdown of all transactions
 - Scroll to select [TIPS] for a condensed report of server totals
 - Scroll to select [SERVER] for a detailed summary, transaction detail or unadjusted tip report for one server or all
 - Scroll to select [HISTORY] for a report of any batch totals for up to 30 days past
- > Terminal will print the selected report

Settlement

- > Press [SETTLE]
- > Input password and press [ENTER]
- > Display shows sale amount total
 - If correct, press [ENTER/YES]
 - If incorrect, press [CLEAR/NO]

NOTE: Determine what sales do not show in the total by running a batch audit report. Re-enter missing sales and run through settlement process again.

- > Display shows refund amount total:
 - If correct, press [ENTER/YES]
 - If incorrect, press [CLEAR/NO]

NOTE: Determine what refunds do not show in the total by running a batch audit report. Re-enter missing refunds and run through settlement process again.

- > If totals are correct, terminal will connect, settle the batch, and print a settlement report

Function Keys

- FUNCTION 9 Access an Authorization Only transaction
- FUNCTION 10 Accesses date and time setting
- FUNCTION 29 Use to view settlement status information
- FUNCTION 74 Use to perform a card verification (pre-authorization) transaction
- FUNCTION 77 Use to logon or logoff of all servers
- FUNCTION 78 Use to obtain logon or logoff information for all servers
- FUNCTION 82 Use to test the printer connected to the terminal
- FUNCTION 83 Use to perform a display test
- FUNCTION 84 Use to test your key pad
- FUNCTION 89 Use to test the terminal card reader
- FUNCTION 94 Use to test communication between the terminal and the PIN pad
- FUNCTION 95 Use to review the # of data transmission and reception errors for the terminal

Reprint A Receipt

- > Press [REPRINT]
- > Select [LAST] to reprint the most recent receipt or select [INVOICE], input invoice # and press [ENTER] to print a specific receipt
- > Select [Merchant Copy] or [Customer Copy]

Tip Adjust

- > Press [ADJUST]
- > Input server # and press [ENTER] or press [ENTER] to bypass this entry
- > Input invoice # and press [ENTER]
- > Input tip amount and press [ENTER]

The total amount for this invoice # displays

- > If the total is correct, press [ENTER]
- > If the total is incorrect, press [CLEAR] to verify base amount or edit/verify tip amount

Void

- > Press [VOID]
- > Input invoice # and press [ENTER]
- > The transaction amount displays
- > If the amount is correct, press [ENTER]
- > Print second receipt – [ENTER] for Yes or [CLEAR] for No
- > Provide Customer Copy receipt to customer

Credit Refund

- > Press [REFUND] and then select [CREDIT]
- > Swipe card or input account # and press [ENTER]

- > Input expiration date (MMYY) and press [ENTER] (manual sale only)
- > Input last 4 digits of card and press [ENTER] (swiped sale only)
- > Input server # and press [ENTER]
- > Input \$ amount and press [ENTER]
- > Print second receipt – [ENTER] for Yes or [CLEAR] for No
- > Provide Customer Copy receipt to customer

Debit Refund

- > Press [REFUND] and then select [DEBIT]
- > Swipe card
- > Input server # and press [ENTER]
- > Input \$ amount and press [ENTER]
- > Customer inputs PIN # and presses [ENTER]
- > Print second receipt – [ENTER] for Yes or [CLEAR] for No
- > Provide Customer Copy receipt to customer

Authorization Only

- > Press the [FUNCTION] key then [9]
- > Swipe card or input account # and press [ENTER]
- > Input expiration date (MMYY) and press [ENTER] (manual sale only)
- > Enter last 4 digits of card, if prompted and press [ENTER] (swiped sale only)

Hypercom® T4100 Series

- > Input server # and press [ENTER]
- > Select [PRESENT] if Verification Code is present (manual sale only)
- > Key in Verification Code and press [ENTER] (manual sale only)
- > Input \$ amount and press [ENTER]
- > Press [ENTER] to bypass tip amount
- > Verify total and press [ENTER]
- > Print second receipt – [ENTER] for Yes or [CLEAR] for No
- > Provide Customer Copy receipt to customer
- > Input approval code and press [ENTER]
- > Print second receipt – [ENTER] for Yes or [CLEAR] for No
- > Provide Customer Copy receipt to customer

Forced Sale

- > Press [OFFLINE]
- > Swipe card or input account # and press [ENTER]
- > Input expiration date (MMYY) and press [ENTER] (manual sale only)
- > Input last 4 digits of card and press [ENTER], if prompted (swiped sale only)
- > Imprint card and press [ENTER] (manual sale only)
- > Input server # and press [ENTER]
- > Input \$ amount and press [ENTER]

- > If prompted, select the tip % on the screen and press [ENTER] or scroll for [OTHER] options: or
- > If prompted, input a specific tip amount and press [ENTER]

NOTE: If tip is not known at the time of sale, press [ENTER]. Tip can be edited later.

Batch Review

- > Press [FUNCTION] key, then [1] and press [ENTER]
- > Press [↓] to scroll through data for each transaction
- > Press [CLEAR] to view the previous transaction or press [ENTER] to view the next transaction

Totals

- > Press [TOTALS]
 - The batch is scanned and the total sales amount for the batch displays
- > Press [ENTER] to review the net sales by card type, and continue to do so, as needed
- > Press [CLEAR] to review previous card totals in the batch
 - When the last card total is shown, the terminal displays “NO MORE TOTALS”



MerchantConnect

The Online Window To Your Payment Processing Account

MerchantConnect is your one-stop destination for online customer service. It contains everything you need to manage your electronic payment activity:

My Account

Manage your account online. View statements, view or update your profile, request new products and track equipment shipments.

My Reports

Provides you with timely and secure accounting information such as deposit summaries, transaction activity, chargeback and retrieval status and more.

Support

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

**Getting Started Is:
Fast, Easy, Secure And Free!**
Go to www.MerchantConnect.com