

Eclipse™ Credit/Debit Card Authorization Procedures RETAIL APPLICATION ETC (OMAHA)

Credit Sale

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

For manual entry:

- Touch **CREDIT** on display screen, then touch **SALE**.
- Key in card number and press **ENTER**.
- Key in card expiration date (example: for December 2001, enter 1201). Press **ENTER**.

*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.

IMPORTANT: If you encounter a suspicious situation, call the authorization center at the number listed below for further verification before completing the trans-action, regardless of your authorization method. Ask for a code 10 operator.

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

For commercial cards and purchasing cards:

- Key in sale amount and press **ENTER**.
- Key in tax amount and press **ENTER**.
- If total is correct, touch **YES** when prompted. If amount is incorrect, touch **NO** to repeat steps.
- Key in invoice number and press **ENTER**.
- Key in customer code and purchase ID, then press **ENTER**.

NOTE: Prompting messages may vary based on card type.

3 Receipt prints transaction is complete.

- Receipt prints if transaction is approved (see Response Codes, above right).
- Have customer sign receipt, and place receipt in cash register drawer.
 - Touch **YES** when prompted to print customer receipt.

Response Codes

APPROVAL

Each authorized transaction is assigned a specific approval code (the look of which may vary depending on the type of card used). The Eclipse™ terminal displays this code number and prints it on receipts. If a credit slip is used, write the entire approval code on the slip.

DECLINE

Ask for another form of payment.

A voice approval will not override this decline.

REFERRAL

Call the appropriate authorization center at one of the numbers listed below. If you are given an approval, force the transaction into the batch (see Credit Ticket Only).

American Express®	(800) 528-2121
Merchant number	
MasterCard® or Visa®	(800) 228-1122
Merchant number	
Diners Club® /Carte Blanche®	(800) 525-9040
Merchant number	
Discover® /NOVUS®	(800) 347-1111
Merchant number	
For service or supplies	(800) 456-5989

Credit Refund/Exchange

1 Select Credit Refund function.

Touch **CREDIT** option on Eclipse display screen, then touch **REFUND**. (If debit is activated, touch **CREDIT** when prompted to select refund type.)

2 Swipe card through vertical slot as shown on terminal.

If card will not swipe, manually enter card number and expiration date.

3 Key in total refund amount and press ENTER.

For commercial cards and purchasing cards:

- Key in refund base amount and press **ENTER**.
- Key in tax amount and press **ENTER**.
- If total is correct, touch **YES** when prompted. If amount is incorrect, touch **NO** to repeat steps.
- Key in invoice number and press **ENTER**.

NOTE: Prompting messages may vary based on card type.

4 Refund captured receipt prints.

When refund is captured, terminal prints merchant copy of credit voucher. Touch **YES** when prompted to print customer copy of voucher, and give the copy to the customer.

Credit Ticket Only

When given an approval code by an operator, you must complete a **Credit Ticket Only** procedure to manually enter item into terminal and print receipt for customer to sign.

1 Select Credit Ticket Only function.

Touch **CREDIT** option on Eclipse display screen, then touch **TICKET ONLY**.

2 Manually enter card information.

- Key in card number and press **ENTER**.
- Key in card expiration date and press **ENTER**.

3 Key in sale amount and press ENTER.

For commercial cards and purchasing cards:

- Key in ticket-only base amount and press **ENTER**.
- Key in tax amount and press **ENTER**.
- If total is correct, touch **YES** when prompted. If amount is incorrect, touch **NO** to repeat steps.
- Key in invoice number and press **ENTER**.
- Key in customer code and purchase ID, then press **ENTER**.

NOTE: Prompting messages may vary based on card type.

4 Key in authorization code and press ENTER.

5 Ticket only print receipt.

After ticket only is captured, touch **YES** if prompted to print receipts.

Additional Credit Functions

▶ Correct a credit transaction.

- Press **EDIT** on keypad, then touch **CREDIT** to view last transaction. Use arrows to view other transactions.
- Touch **EDIT** to alter displayed transaction in one of the following ways:
 - To void a credit transaction: Touch **VOID** to cancel the sale.
 - To change the amount of a credit transaction: Touch **TOTAL AMT**, then key in correct dollar amount and press **ENTER**.

If the new amount exceeds the original authorization by more than 15%, you must obtain a new authorization code for the difference.

NOTE: Debit transactions cannot be edited or voided.

▶ Close the batch.

- Touch **CREDIT** option on Eclipse display screen.
- Touch **MORE** to view additional options, then touch **CLOSE**.
- Touch **YES** to confirm close. Detailed report will print.

All reports must be printed prior to settlement (see View/Print Totals and Detail).

If your terminal is set for **AUTO CLOSE**, it will automatically close and print a closing report at a preset time each day.

Debit Sale

1 Select Debit Sale function.

- Touch **OTHER** on display, then touch **DEBIT**.
- Select **DEBIT SALE** to begin transaction.

2 Swipe card through vertical slot as shown on terminal.

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

3 Key in total dollar amount of sale, then press ENTER.

If cash-back option is activated:

- Key in cash-back amount when prompted and press **ENTER**. Terminal will display sum of sale plus cash-back amount.
- If total is correct, touch **YES** when prompted. If amount is incorrect, touch **NO** to repeat steps.

4 Customer enters PIN to complete transaction.

Customer must key in personal identification number and press **ENTER** on PIN pad. Give customer a copy of the refund slip.

Debit Refund

1 Select Debit Refund function.

- Touch **OTHER** on display screen, then touch **DEBIT**.
- Touch **DEBIT REFUND** to begin.

2 Swipe card through vertical slot as shown on terminal.

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

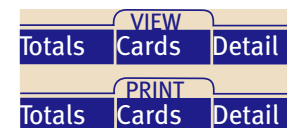
3 Key in total refund amount, then press ENTER.

4 Customer enters PIN to complete transaction.

Customer must key in personal identification number and press **ENTER** on PIN pad. Give customer a copy of the refund slip.

▶ View and print credit transaction totals and details.

- Touch **CREDIT** on Eclipse display screen.
- Touch **MORE** once to scroll, then touch **REPORT** and select one of the following options:



- **Totals** —view or print totals for credit sales and refunds.
- **Cards** —view or print totals listed by credit card type.
- **Detail** —details for all invoices in current batch.

To view details, key in transaction number and press **ENTER**, or press **ENTER** when prompted for transaction number to display details of last transaction. Use arrows to scroll through all transactions.

To print details, key in transaction number and press **ENTER**, or press **ENTER** when prompted for transaction number to print details of all transactions in current batch.

NOTE: Credit and debit transactions may appear when viewing or printing.

Address Verification (AVS)

This procedure is generally used for manual entries, mail orders, telephone orders and other transactions in which a credit card is not present. If your terminal prompts for address verification, please follow these steps:

1 Select Credit Sale function.

- Touch **CREDIT** on display screen, then touch **SALE**.

2 Enter credit card sale information.

- Key in card number and press **ENTER**.
- Key in card expiration date and press **ENTER**.
- Key in sale dollar amount and press **ENTER**.

Key in tax amount and press **ENTER**.

Terminal will display the following prompt:

Recurring?

- Touch **NO**.

Terminal will display the following prompt: Phone Order?

- Touch **YES**.
- Key in invoice number or charge slip number, then press **ENTER**.

- Key in order number, address and ZIP code.

NOTE: Prompting messages may vary based on card type.

3 Enter customer address information.

- Key in the numbers of the customer's street address and press **ENTER**. (Enter only the numeric digits of the home address; do not attempt to enter any alpha characters for street names. See example below.)
- Key in ZIP code and press **ENTER**.

Example:	If address is . . .	You enter . . .
	One Main Street	1
	123 First Ave.	1 2 3 1
	23 Main St., No. 56	2 3 5 6
	4567 Main St., Apt. 89	4 5 6 7 8
	3456 Main St., Apt. C-12	3 4 5 6 1

4 Terminal displays address verification code.

If address information was entered, a two-character verification code is returned, along with the approval code. The first character corresponds to the street address. The second character is for the ZIP code. "Y" indicates an address match; "N" indicates no match; and "X" indicates service is unavailable.