

Restaurant Application

Quick Reference Guide



Hypercom® T4000 Series



Quick Reference Guide

Restaurant Application

Credit Card Sale

- > Swipe the card
- > If prompted for purchasing card press [ENTER] for [YES] or [CLEAR] for [NO]
- > If prompted, enter the last 4 digits of the card number and press [ENTER]
- > If prompted enter the server # and press [ENTER]
- > Enter the base \$ amount and press [ENTER]
- > If prompted select the tip % and press [ENTER] or scroll for other options
- > If prompted input a specific tip amount and press [ENTER]

NOTE: If the tip amount is not known at the time of sale press [ENTER] and the tip can be entered later

- > 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

- > Press [ENTER]
- > Select [TRANSACTION]
- > Select [SALE]
- > Select [CREDIT]
- > Input the account # and press [ENTER]
- > Input the expiration date (MMYY) and press [ENTER]
- > If prompted for purchasing card press [ENTER] for Yes or [CLEAR] for No
- > Print second receipt – [ENTER] for Yes or [CLEAR] for No

- > 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
- > If prompted enter the 3 digit CW2 value from the back of the card and press [ENTER]
- > Enter the base dollar amount and press [ENTER]
- > If prompted enter the tax amount and press [ENTER]
- > If prompted select the tip % and press [ENTER] or scroll for other options
- > If prompted input a specific tip amount and press [ENTER]

NOTE: if the tip amount is not known at the time of sale press enter and the tip can be entered later.

- > The terminal will display the total. If correct press [ENTER] to continue or [CLEAR] to return to the main screen.
- > If prompted enter the address
- > If prompted enter the zip code
- > Print second receipt – [ENTER] for Yes or [CLEAR] for No

Debit Sale

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

Authorization Only

- > Press [ENTER]
- > Select [TRANSACTION]
- > Use the arrow key to scroll to [AUTH ONLY] and select it
- > Swipe or manually enter card # and press [ENTER]
- > If prompted input the expiration date (MMYY) and press [ENTER]
- > If prompted enter the last 4 digits of the card # and press [ENTER]
- > If prompted enter the server # 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 base \$ amount and press [ENTER]
- > If prompted select the tip percentage and press [ENTER] or scroll for other options
- > If prompted input a specific tip 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



Forced Sale

- > Press [ENTER]
- > Select [TRANSACTION]
- > Select [OFFLINE]
- > Swipe or manually enter card # and press [ENTER]
- > If prompted input the expiration date (MMYY) and press [ENTER]
- > If prompted enter the last 4 digits of the account # and press [ENTER]
- > If prompted enter the server # and press [ENTER]
- > Enter the base \$ amount and press [ENTER]
- > If prompted select the tip percentage and press [ENTER] or scroll for other options
- > If prompted input a specific tip amount and press [ENTER]

NOTE: If the tip amount is not known at the time of sale press enter and the tip can be entered later.

- > The terminal will display the total. If 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

Tip Adjustment

- > Press [ENTER]
- > Select [TRANSACTION]
- > Use the arrow key to scroll to the [ADJUSTMENT] option and select it
- > Enter the invoice # to be adjusted
- > The total will display if no prior tips have been entered. If it is correct and no adjustments are needed press [ENTER]. Press [CLEAR] to enter the new adjusted amount and press [ENTER]
- > If a previous tip has not been entered the total will display with an option to enter a tip
- > Enter the tip amount and press [ENTER]
- > The total will display again if correct press [ENTER]
- > The terminal will prompt for another adjustment transaction. If you don't have any more press [CLEAR] to return to the main menu

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 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]
- > Swipe or manually enter card # and press [ENTER]
- > If prompted input the expiration date (MMYY) and press [ENTER]
- > If prompted enter the last 4 digits of the account # and press [ENTER]
- > If prompted enter the server # 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 card
- > If prompted enter the server # 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

Reprint

- > Press [ENTER]
- > Use the arrow key to scroll to [REPRINT] and select it
- > Select [LAST] to reprint the last transaction or [INVOICE] to reprint a specific invoice #
- > Select [CUSTOMER] or [MERCHANT COPY]

The transaction will reprint

Find

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

Transaction displays on screen

Settlement

- > Press [ENTER]
- > Select [BATCH]
- > Select [SETTLE]
- > Enter the manager password and press [ENTER]
- > The terminal will display the sale total. If correct press [ENTER] to continue or [CLEAR] to return
- > The terminal will display the refund total. If 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 a batch audit report to determine what transactions are missing and re-run them.

Batch Review

- > Press [ENTER]
- > Select [BATCH]
- > Select [REVIEW]
- > If prompted enter the server # and press [ENTER]
- > Use the [CLEAR] key to view the previous transaction or [ENTER] to view the next transaction

Totals Report

- > Press [ENTER]
- > Select [BATCH]
- > Select [TOTAL]

The batch is scanned and the total \$ amount for the batch displays

- > Press [ENTER] to review 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'

Detail Report

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

A detailed breakdown of the transactions will print

Summary Report

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

The report will print

History Report

- > Press [ENTER]
- > Select [REPORTS]
- > Use the arrow keys 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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