

I'm not a robot



Secure Payment Systems Rev 1.1 HYPERCOM T7Plus CHECK INSTRUCTIONS 1. Processing a Check a. Press the "Check" key on the keypad (The check key is the second orange key in the second row) i. Press the "1" numeric key from the keypad, for manual bank deposit (Check Auth) (i.e. A business check or a check that was already run and received a "Rerun as Paper" response) and press "Enter". (The enter key is the same as "Yes" key and is the green key located at the bottom) ii. Press the "2" numeric key from the keypad if this is a check for electronic deposit (ACH Check) (and the check will be handed back) and press "Enter". (Business checks must be deposited as paper and may not be converted) b. Guarantee Yes or No? (If "Check Auth" then the word ACH will not appear) i. If currently subscribing to the SPS guarantee program "Yes" must be selected at this prompt in order State Codes Alabama 42 Alaska 43 Arizona 45 Arkansas 46 California 47 Colorado 48 Connecticut 91 Wash DC 77 Delaware 49 Florida 50 Georgia 51 Hawaii 52 Idaho 53 Illinois 54 Indiana 56 Iowa 57 Kansas 58 Kentucky 59 Louisiana 60 Maine 61 Maryland 62 Massachusetts 63 Michigan 64 Minnesota 65 Mississippi 67 Missouri 68 Montana 69 Nebraska 70 Nevada 71 New Hamp 66 New Jersey 72 New Mexico 55 New York 73 N Carolina 74 N Dakota 75 Ohio 76 Oklahoma 78 Oregon 44 Pennsylvania 79 Rhode Island 80 S Carolina 81 S Dakota 82 Tennessee 83 Texas 84 Utah 85 Vermont 86 Virginia 87 Washington 88 W Virginia 89 Wisconsin 90 Wyoming 92 Amer Samoa 93 Military ID 94 Guam 95 Puerto Rico 96 Virgin Islands 28 Alberta 29 Brit Columbia 30 Manitoba 31 New Bruns 32 Newfoundland 33 NW Terr 34 Nova Scotia 35 Ontario 36 Pr Edward Isl. 37 Quebec 38 Saskatchewan 39 Yukon Terr to for claims to be covered. The terminal will not prompt for ACH or non-ACH if subscribing to verification services only. c. ACH Check Amount? ... i. Please enter the \$ amount and press "Enter" d. ACH Check Drivers License Number (if not prompted then the terminal will proceed to (5) below) i. Please swipe the magnetic strip license • If a good swipe the terminal proceeds to (e) below • If a bad swipe or no magnetic strip then: (a) Begin manual entry of the customer's driver's license number as exactly seen on the ABC license. If letters are required, press the "Shift" key (The shift key is the first key in the last row) and the desired letter simultaneously. When finished, press "Enter" to see: • State Code - Type the two digit state code and press "Enter" (the state code table is located to the left on this page) • DOB prompt follows the phone # prompt if manual. e. ACH Check Insert Check i. Slide the check thru the imager or check reader • If a bad read then try again or if unable to get a good read press the "Cancel" key (The cancel key is the red key in the last row) and start over when the terminal prompts "Check Auth" or "ACH Check" at step (1) above and then manually enter the Account number at the "Enter MICR Number" prompt. After entering the Account number and pressing "Enter", terminal will display: • Enter Account # ... when finished press "Enter" • Enter Routing # ... when finished press "Enter" f. Enter Check # ... Type in check number located in the upper right hand corner of check. g. Enter phone # ... Type the customer's home phone beginning with area code. h. Date of birth # ...Type the customers date of birth. i. Terminal Begins Dialing Sequence (Dialing, Connecting, Receiving, Transmitting, etc.) i. If the terminal displays: "OKAY NNNN" the terminal will finish printing the authorization receipt, which the customer must sign to complete the transaction. The terminal will then prompt to print another receipt for the customer copy. Secure Payment Systems Customer Service/ Technical Support - 888.313.7842 Secure Payment Systems Rev 1.1 HYPERCOM T7Plus CHECK INSTRUCTIONS 2. Miscellaneous Administrative Issues a. Reprint Receipt (in case there was a printer problem) i. Press the "Reprint" key (The reprint key is the last key in the third row) and enter in the invoice number found on the original copy. If original copy not available, press the "Reports" key (The reports key is the first key in the third row) on the terminal, press "3" for audit and then press "Enter". (Or call customer service at (888) 313-7842 and ask for the last 6 digits of the item number of the transaction) b. If the terminal displays: "Call Ctr - NN" (where NN = a two digit number) you must immediately call the SPS voice authorization center for operator approval. Upon receiving approval you must then: i. Force the authorization into the batch (similar to forcing a credit card transaction), by immediately rerunning the transaction just like the original transaction (do not delay, the customer needs to sign a printed receipt) c. If the terminal displays an error response such as: "Micr/Chk # Error" or "DL Error" or "DOB Error" or "Phone # Error" or "State Code Error" then rerun the transaction from the beginning. If the terminal responds with "Rerun As Paper" then rerun the transaction from the beginning and select "1" at step # 1 above. 3. Voiding an eCheck transaction a. To void a transaction, press the "Void" key and enter the invoice number found on the receipt or audit report. Verify that the amount is correct for the transaction and press "Enter" 4. SPS Batch Close (if using the ACH check conversion service) a. If not on "Auto Settle", press the "Settle" key (The settle key is the fifth key in the first row) At the: "Enter password" prompt, enter the password (generally it is four zeros (0000)) then press "Enter" i. The Terminal will scan the batch and then display totals and ask if they are correct. ii. If satisfied with totals press "Yes" or "Enter". The terminal will dial the SPS processing center, clear the batch, and print a totals report. 5. Printing Reports a. Printing a Summary Report i. Press the "Reports" key on the keypad (The Reports key is the first key in the third row) ii. Press "4" for summary and then press "Enter" b. Printing an Audit Report i. Press the "Reports" key on the keypad (The Reports key is the first key in the third row) ii. Press "3" for audit and then press "Enter" iii. Type in the Host number and press "Enter" c. Printing Batch History Report i. Press the "Reports" key on the keypad (The Reports key is the first key in the third row) ii. Press "5" for history and then press "Enter" iii. Type 03 for SPS and press "Enter" iv. Type the desired start date in Month, Day, and Year format, and then press "Enter" 6. Automatic Image transmission -- The terminal automatically causes images to be transmitted after the batch is settled. A receipt will be printed denoting the number of images uploaded if successful, or the number of images not uploaded if unsuccessful. Please call the SPS Customer Service line if image uploads are unsuccessful for more than two days in a row. 7. Manual Image Transmission (in case of failed automatic transmission - if using an imager) a. Press "FUNCTION" key (The function key is the blue key in the first row) and then type 80 and press "Enter" b. Terminal will display 1 = SEND 2 = CLR (clear images) 3 = INFO (states number of images in a storage). Select 1 to send images. Supported information (i.e. Invoice Number) and press VOID Yes/Enter ENTER INVOICE NUMBER Verify transaction. Press Yes/Enter to void displayed 000000 \$0.00 CORRECT ? YES OR NO transaction or press Cancel to return to the idle prompt. Tear slip and have customer sign the receipt. Press TRANSACTION VOIDED Yes/Enter for customer copy. TEAR NOW, PRESS ENTER Press Cancel to return to the idle prompt VOID ENTER INVOICE NUMBER 070803 REFUND Use this function to issue a credit to the cardholder's account for goods or services. MMM DD, YY HH:MM SWIPE CUSTOMER CARD EDS DEBIT CORRECT ? YES OR NO VISA REFUND EXPIRATION DATE MMY VISA REFUND BASE AMOUNT \$0.00 TEAR NOW, PRESS ENTER VISA REFUND TRANSACTION ACCEPTED OFFLINE SALE Use this function to capture transactions when voice approval has been obtained. Sometimes referred to as a forced transaction. MMM DD, YY HH:MM SWIPE CUSTOMER CARD ** OFFLINE MODE ** ENTER ACCOUNT NUMBER EDS OFFL CORRECT ? YES OR NO VISA OFFLINE EXPIRATION DATE MMY VISA OFFLINE BASE AMOUNT \$0.00 VISA OFFLINE ENTER APPROVAL CODE TEAR NOW, PRESS ENTER VISA OFFL TRANSACTION ACCEPTED REPRINT Use the function to reprint a transaction that is in the current batch. MMM DD, YY HH:MM SWIPE CUSTOMER CARD 1=INV 2=CARD 3=AMT 4=CLERK 5=SEQ REPRINT ENTER INVOICE NUMBER PRINTING...PLEASE WAIT REPRINT COMPLETE pc: 800350 © 2003 First Data Merchant Services Corporation. All rights reserved. All trademarks, service marks and trade names referenced in this material are the property of their respective owners. Press Refund Swipe card or key card number and press Yes/Enter Press No/Clear for credit card refund or press Yes/Enter for debit card refund Key expiration date and press Yes/Enter Key refund amount and press Yes/Enter Tear slip and have customer sign the receipt. Press Yes/Enter for customer copy. Press Cancel to return to the idle prompt Press Reprint Press 1, 2, 3, 4 or 5 to select search method Key requested information (i.e. Invoice Number) and press Yes/Enter Press Cancel to return to the idle prompt 0 ratings0% found this document useful (0 votes)179 viewsManual de HypercomSaveSave Hypercom T7 Plus User Manual For Later0%0% found this document useful, undefined Secure Payment Systems Rev 1.1 HYPERCOM T7Plus CHECK INSTRUCTIONS Secure Payment Systems Customer Service/ Technical Support - 888.313.7842 1. Processing a Check a. Press the "Check" key on the keypad (The check key is the second orange key in the second row) i. Press the "1" numeric key from the keypad, for manual bank deposit (Check Auth) (i.e. A business check or a check that was already run and received a "Rerun as Paper" response) and press "Enter". (The enter key is the same as "Yes" key and is the green key located at the bottom) ii. 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