

# Closing Procedures

**REFUND** Use this function to issue a credit to the cardholder's account for goods or services.

CHECK CREDIT DEBIT Press **Credit**

SALE REFUND FORCE Press **Refund**

CREDIT REFUND SWIPE CARD Swipe card or manually key card number and press **Enter**

TERMINAL MAY PROMPT: ENTER PASSWORD Key password press **Enter**

EXPIRE DATE MMY Key expiration date and press **Enter**

ENTER INVOICE # Key invoice number and press **Enter**

CLERK ID Key clerk number and press **Enter**

<CARD TYPE> REFUND Key amount and press **Enter**  
ENTER AMOUNT \$0.00

PRINT CUST RECEIPT Press **Yes** to print customer receipt.  
YES NO

VISA REFUND APPROVED Press **Clear** to return to idle prompt

**BALANCE INQUIRY** Use this function to perform a Balance Inquiry.

CHECK CREDIT DEBIT Press **Credit**

SALE REFUND FORCE BACK PRESALE MORE Press **More**

AUTH TABS CLOSE BACK INQUIRY MORE Press **Inquiry**

CREDIT INQUIRY SWIPE CARD Swipe card or manually key card number and press **Enter**

EXPIRE DATE MMY Key expiration date and press **Enter**

CLERK ID Key clerk number and press **Enter**

DIALING... Terminal communicates with the host

APPROVED OK 0000 Press **Clear** to return to idle prompt

**REVIEWS** Various types of detail and totals reviews can be generated for transactions in the current batch (transactions that have not yet been settled).

CHECK CREDIT DEBIT Press **Credit**

SALE REFUND FORCE BACK MORE Press **More** two times

VIEW PRINT REPRINT RPRT RPRT Press **View Report**

NET CARD CARD TOTAL TOTAL DETAIL Press the desired report to view

TERMINAL MAY PROMPT: INVOICE OR CLERK# Key invoice or clerk number and press **Enter**

VS VOID SALE 00000  
CLK 0000 OK0000  
AMOUNT \$0.00  
XXXXXXXXXXXXXXXXXX  
<PREV EDIT NEXT> Press **Clear** to return to idle prompt or press **Next** to scroll through other transactions

**REPORTS** Various types of detail and totals reports can be generated for transactions in the current batch (transactions that have not yet been settled).

CHECK CREDIT DEBIT Press **Credit**

SALE REFUND FORCE BACK MORE Press **More** two times

VIEW PRINT REPRINT RPRT RPRT Press **Print Report**

NET CARD CARD TOTAL TOTAL DETAIL Press the desired report to print

PRINTING REPORT.... Press **Clear** to return to idle prompt

**SETTLE** Use this function at the end of each day to settle the batch for payment and clear your terminal of transaction information. These procedures are only necessary if Auto Close is disabled.

CHECK CREDIT DEBIT Press **Credit**

SALE REFUND FORCE BACK MORE Press **More**

AUTH TABS CLOSE Press **Close**

TOTALS CORRECT ? \$0.00 Press **Yes** to confirm close  
YES NO

DIALING.... Terminal communicates with the host for approval

BATCH CLOSE COMPLETE Press **Clear** to return to idle prompt

**PARTIAL APPROVAL** Use this function to process a partial approval transaction.

CHECK CREDIT DEBIT Press **Credit**

SALE REFUND FORCE BACK PRESALE MORE Press **Sale**

CREDIT SALE SWIPE CARD Swipe card or manually key card number and press **Enter**

EXPIRE DATE MMY Key expiration date and press **Enter**

ENTER INVOICE # Key invoice number and press **Enter**

CLERK ID Key clerk number and press **Enter**

VISA SALE ENTER AMOUNT \$0.00 Key amount and press **Enter**

ADDRESS Key the first 5 digits of the customer's address and press **Enter**

ZIP CODE Key customer's zip code and press **Enter**

DIALING.... Terminal communicates with the host for approval

COLLECT \$0.00 ACCEPT PARTIAL AMOUNT YES/NO Press the desired option

PRINT CUST RECEIPT Press **Yes** to print customer receipt  
YES NO

APPROVED OK 0000-00 AVS = XXX Press **Clear** to return to idle prompt

## FIRST DATA FD-100 QUICK REFERENCE GUIDE



Retail  
(750FD100)

**VOICE AUTHORIZATION NUMBERS**

MC/VS \_\_\_\_\_

AMEX \_\_\_\_\_

DISCOVER/NOVUS \_\_\_\_\_

OTHER \_\_\_\_\_

CUSTOMER SUPPORT \_\_\_\_\_

**PROGRAMMING INFORMATION**

Merchant Number \_\_\_\_\_

Merchant ID (MID) \_\_\_\_\_

Terminal ID (TID) \_\_\_\_\_

Download Telephone Number \_\_\_\_\_

Touch Tone or Rotary Dial \_\_\_\_\_

**SALE (Swiped or Manually Keyed)** Use this function to authorize and capture transactions for settlement. If the magnetic stripe is unreadable and a manual entry of the card is necessary, you must obtain a card imprint on the sales slip using a manual imprinter as verification that the card is present.

CHECK CREDIT DEBIT Press **Credit**

SALE REFUND FORCE Press **Sale**

CREDIT SALE SWIPE CARD Swipe card or manually key card number and press **Enter**

TERMINAL MAY PROMPT: ENTER PASSWORD Key password press **Enter**

EXPIRE DATE MMY Y Key expiration date and press **Enter**

CARD PRESENT? YES NO Press **Yes** if the card is present or Press **No** if the card is not present

RECURRING PAYMENT? Press **No** if the transaction is not recurring payment or Press **Yes** if the transactions is recurring payment

EMAIL OR WEB? Press **No** if the transaction is not e-commerce or Press **Yes** if the transaction is e-commerce.

ENTER INVOICE # Key invoice number and press **Enter**

ENTER CLERK # Key clerk number and press **Enter**

VISA SALE ENTER AMOUNT \$0.00 Key amount and press **Enter**

ADDRESS Key the first 5 digits of the customer's address and press **Enter**

ZIP CODE Key customer's zip code and press **Enter**

DIALING..... Terminal communicates with the host for approval

PRINT CUST RECEIPT YES NO Press **Yes** to print customer receipt

APPROVED OK 0000-00 AVS = XXX Press **Clear** to return to idle prompt

**REPRINT** Use this function to reprint the last transaction or any transaction stored in the terminal's memory.

CHECK CREDIT DEBIT Press **Credit**

SALE REFUND FORCE Press **More** two times

VIEW PRINT REPRINT RPRT RPRT Press **Reprint**

ENTER INVOICE # Key invoice number and press **Enter** or press **Enter** to reprint last receipt

PRINT CUST RECEIPT YES NO Press **Yes** to print customer receipt.

VIEW PRINT REPRINT RPRT RPRT Press **Clear** to return to idle prompt

**DEBIT SALE (with Cash Back)** Use this function to authorize and capture transactions for settlement.

CHECK CREDIT DEBIT Press **Debit**

SALE REFUND Press **Sale**

DEBIT SALE SWIPE CARD Swipe card  
*Debit card can't be manually keyed*

ENTER INVOICE # Key invoice number and press **Enter**

ENTER CLERK # Key clerk number and press **Enter**

EDS DEBIT SALE ENTER AMOUNT \$0.00 Key amount and press **Enter**

CASHBACK AMT? \$0.00 Key cashback amount and press **Enter**

TOTAL \$0.00 ENTER PIN Instruct customer to enter PIN via PIN pad and press **Enter**. *Do not ask customer for the PIN*

DIALING..... Terminal communicates with the host for approval

PRINT CUST RECEIPT? YES NO Press **Yes** to print customer receipt

DEBIT SALE APPROVED 000000 Press **Clear** to return to idle prompt

**PRE-SALE** Use this procedure to print a generic offline non-sale receipt which will include a printed pre tip amount and a blank line for tips and totals.

CHECK CREDIT DEBIT Press **Credit**

SALE REFUND FORCE BACK PRESALE MORE Press **PRESALE**

PRE SALE ENTER AMOUNT \$0.00 Key amount and press **Enter**

PRINTING PRE SALE RECEIPT Press **Clear** to return to idle prompt

**VOID** Use this function to delete a transaction that is in the current batch.

CHECK CREDIT DEBIT Press **Credit**

SALE REFUND FORCE Press **More** 3 times

VOID DELETE SETUP TRANS BATCH PARMS Press **Void Trans**

ENTER INVOICE # TO VOID Key invoice number and press **Enter**

VS SALE OK 00000 XXXXXXXXXXXXXXXX CLK 0000 AVS = Y AMOUNT \$0.00 <PREV VOID NEXT> Press **Void**

VOID TRANS? YES NO Press **Yes**

VOID COMPLETE

VS VOID SALE 00000 CLK 0000 OK0000 AMOUNT \$0.00 XXXXXXXXXXXXXXXX <PREV VOID NEXT> Press **Clear** to return to idle prompt

**FORCE SALE** Use this function to capture transactions when voice approval has been obtained.

CHECK CREDIT DEBIT Press **Credit**

SALE REFUND FORCE Press **Force**

CREDIT FORCE SWIPE CARD Swipe card or manually key card number and press **Enter**

TERMINAL MAY PROMPT: ENTER PASSWORD Key password press **Enter**

EXPIRE DATE MMY Y Key expiration date and press **Enter**

ENTER INVOICE # Key invoice number and press **Enter**

CLERK ID Key clerk number and press **Enter**

VISA FORCE SALE ENTER AMOUNT \$0.00 Key amount and press **Enter**

ENTER AUTH CODE Key authorization number that was obtained by the voice authorization center and press **Enter**

DIALING..... Terminal communicates with the host for approval

PRINT CUST RECEIPT YES NO Press **Yes** to print customer receipt.

APPROVED ##### Press **Clear** to return to idle prompt

**AUTHORIZATION ONLY** This procedure is to authorize a credit card transaction. This will not capture in the terminal.

CHECK CREDIT DEBIT Press **Credit**

SALE REFUND FORCE BACK MORE Press **More**

AUTH TABS CLOSE Press **Auth**

AUTH ONLY SALE SWIPE CARD Swipe card or manually key card number and press **Enter**

TERMINAL MAY PROMPT: ENTER PASSWORD Key password press **Enter**

EXPIRE DATE MMY Y Key expiration date and press **Enter**

ENTER INVOICE # Key invoice number and press **Enter**

CLERK ID Key clerk number and press **Enter**

VISA AUTH ONLY ENTER AMOUNT \$0.00 Key authorization amount and press **Enter**

DIALING..... Terminal communicates with the host for approval

PRINT CUST RECEIPT YES NO Press **Yes** to print customer receipt.

APPROVED ##### Press **Clear** to return to idle prompt