

VOIDING A TRANSACTION

USER ACTION	TERMINAL RESPONSE	
Touch Press Here for Menu	New Trans Reports Setup	Batch Terminal Tests
Touch Batch button	Settle Totals Adjust	Review Find Void
Press Void button	Last	By Invoice
Touch the By Invoice button (If you wish to void the last transaction, touch the Last button)	Enter invoice number	
Key in the invoice # , touch or press ENTER	Void ##### Correct? No	\$0.00 Yes
Touch the Yes button	Enter micr number	
Swipe Check through the reader	Transaction Accepted Continue	
Touch the Continue button	Approval	#####

TERMINAL RESPONSES

DECLINED / ID IS FLAGGED - Do not accept check. The ID is associated with a checking account that has a problem. Refer check writer to the phone number at the bottom of the receipt.

ERROR IN MICR - Check reader can't read check. Ask for another form of payment or keep check for deposit.

ERROR IN ID - There was a format error in the ID. Re-enter the DL number.

NO ACH - The bank is not signed up for ACH (usually small banks or credit unions), or the check writer has a block against ACH debits. The terminal will also give this response if the check reader did not pick up the full ABA number or the transaction was manually entered.

BANK STOP - The bank has stopped or closed the account.

STLN/FRGD - Someone has reported that checks drawn on this account have been stolen or forged.

MANAGER NEEDED RESPONSES

You have the option to override any of these responses and process the check, however it will not be guaranteed. (A Re-presented check is the only exception)

RE-PRESENTED CHECK - The check number has been processed once already. It can be overridden if it was not a successful transaction the first time.

CHECK TOO LARGE - The face amount of the check exceeds the merchant's guaranteed limit.

YOUNG ACCOUNT - Unrecognized check writer.

WIN/LOC DAY/LOC - Exceeds guarantee limit

STATE CODE TABLE

01 - Alabama	22 - Louisiana	40 - Oklahoma
02 - Alaska	23 - Maine	41 - Oregon
04 - Arizona	24 - Maryland	42 - Pennsylvania
05 - Arkansas	25 - Massachusetts	44 - Rhode Island
06 - California	26 - Michigan	14 - Puerto Rico
08 - Colorado	27 - Minnesota	45 - S. Carolina
09 - Connecticut	28 - Mississippi	46 - S. Dakota
10 - Delaware	29 - Missouri	47 - Tennessee
11 - D.C.	30 - Montana	48 - Texas
12 - Florida	31 - Nebraska	49 - Utah
13 - Georgia	32 - Nevada	50 - Vermont
15 - Hawaii	33 - N. Hampshire	51 - Virginia
16 - Idaho	34 - New Jersey	53 - Washington
17 - Illinois	35 - New Mexico	54 - West Virginia
18 - Indiana	36 - New York	55 - Wisconsin
19 - Iowa	37 - N. Carolina	56 - Wyoming
20 - Kansas	38 - N. Dakota	
21 - Kentucky	39 - Ohio	

MERCHANT INFORMATION

MERCHANT NAME

MERCHANT ID#

SALES REPRESENTATIVE

SALES REPRESENTATIVE'S PHONE #



QUICK REFERENCE GUIDE FOR THE

HYPERCOM ICE 5500



& HYPERCOM ICE 5700



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Irving, TX 75039
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CHECK CONVERSION

<u>USER ACTION</u>	<u>TERMINAL RESPONSE</u>	
Touch the E-CHEX CHECK button or touch Press Here for Menu (If you begin from the Main Menu , touch the New Trans button, then Check button)	PAPER	ACH Check
	Prior ACH	ACH Refund
Touch the ACH Check button	Driver's lic. number	
Key in Driver's lic. # , then touch or press ENTER	Enter micr number	
Swipe Check through the reader	State code	
Key in State code , then touch or press ENTER	Amount	\$0.00
Key in Amount , then touch or press ENTER	Dialing now Processing now (Merchant & Customer receipts will print) AUTH NUM ###-###	

If you get a *Manager Needed* response, refer to the section that explains the response. If you wish to override the transaction, follow the instructions under *Overriding a Check Conversion*.

BATCHING OUT

<u>USER ACTION</u>	<u>TERMINAL RESPONSE</u>	
Touch Press Here for Menu	New Trans Reports Setup	Batch Terminal Tests
Touch Batch button	Settle Totals Adjust	Review Find Void
Touch Settle button	Enter password	
Key in Password , touch or press ENTER	DEFAULT:00 00-ALL 01-ECHEX 02-CREDIT	
Touch 00-ALL button	Sales total Correct? No	\$0.00 Yes
Touch the Yes button	Refund total Correct? No	\$0.00 Yes
Touch the Yes button	Scanning batch Please wait Dialing now Processing now ACCEPTED (Batch report will print)	

CHECK VERIFICATION

<u>USER ACTION</u>	<u>TERMINAL RESPONSE</u>	
Touch the E-CHEX CHECK button or touch Press Here for Menu (If you begin from the Main Menu , touch the New Trans button, then Check button)	PAPER	ACH Check
	Prior ACH	ACH Refund
Touch the Paper button	Driver's lic. number	
Key in Driver's lic. # , then touch or press ENTER	Enter micr number	
Swipe Check through the reader	State code	
Key in State code , then touch or press ENTER	Amount	\$0.00
Key in Amount , then touch or press ENTER	Dialing now Processing now (Merchant & Customer receipts will print) AUTH NUM ###-###	

MANUAL CHECK VERIFICATION FOR MOTO

<u>USER ACTION</u>	<u>TERMINAL RESPONSE</u>	
Touch the E-CHEX CHECK button or touch Press Here for Menu (If you begin from the Main Menu , touch the New Trans button, then Check button)	PAPER	ACH Check
	Prior ACH	ACH Refund
Touch the Paper button	Driver's lic. number	
Key in Driver's lic. # , then touch or press ENTER	Enter micr number	
Key in the Routing # & Account # , press ENTER	State code	
Key in State code , then touch or press ENTER	Amount	\$0.00
Key in Amount , then touch or press ENTER	Dialing now Processing now (Merchant & Customer receipts will print) AUTH NUM ###-###	

MOTO conversions cannot be voided or overridden.
Contact E-Chex for assistance.



OVERRIDING A CHECK CONVERSION

<u>USER ACTION</u>	<u>TERMINAL RESPONSE</u>		
Transaction entered...	MANAGER NEEDED (Response will display) Back Next Exit		
Touch the Next button to view the rest of the response	(Response will display) Back Next Exit		
Touch the Exit button	Cancel	Override	
Touch the Override button	Dialing now Processing now (Merchant & Customer receipts will print) AUTH NUM ###-###		

SET TIME & DATE

<u>USER ACTION</u>	<u>TERMINAL RESPONSE</u>	
Touch Press Here for Menu	New Trans Reports Setup	Batch Terminal Tests
Touch Setup button	Date Terminal Comms	Time Printer Dial
Touch the, Date -or- Time button	Enter password	
Key in Password , touch or press ENTER	00/00/00 Enter date MMDDYY -or- 00:00 Enter time HHMM	
Key in the date -or- time , touch or press ENTER	Returns to main menu	

PRINTING RECEIPT COPIES

<u>USER ACTION</u>	<u>TERMINAL RESPONSE</u>	
Touch Press Here for Menu	New Trans Reports Setup	Batch Terminal Tests
Touch Reports button	Audit Reprint	Summary ERC Txns
Press Reprint button	Last	By Invoice
Touch the By Invoice button (If you wish to print the last transaction, touch the Last button)	Enter invoice number	
Key in the invoice # , touch or press ENTER	1-MERCHANT RECPT 2-CUSTOMER RECPT	
Touch the receipt you wish to print	Printing Please Wait Reprint Complete	