

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

MERCHANT INFORMATION

MERCHANT NAME

MERCHANT ID#

SALES REPRESENTATIVE

SALES REPRESENTATIVE'S PHONE #

CREDIT CARD PROCESSOR

CREDIT CARD PROCESSOR'S PHONE #



QUICK REFERENCE GUIDE FOR THE

HYPERCOM T7P



222 W. Las Colinas Blvd. Suite 111
Irving, TX 75039
Tel: 877.888.CHEX Fax: 972.409.9162
www.e-chex.net

CHECK CONVERSION

<u>USER ACTION</u>	<u>TERMINAL RESPONSE</u>
Press CHECK key	ACH CHECK - YES OR NO
Press ENTER key for YES	DRIVER'S LIC. NUMBER
Key in DRIVER'S LIC. # , press ENTER	ENTER MICR NUMBER
Swipe CHECK through the reader	STATE CODE
Key in STATE CODE , press ENTER	AMOUNT \$0.00
Key in AMOUNT , press ENTER	DIALING NOW PROCESSING NOW (Merchant receipt will print) PRINT SECOND RECEIPT CORRECT? YES OR NO
Press ENTER for YES	(Customer receipt 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*.

OVERRIDING A CHECK CONVERSION

<u>USER ACTION</u>	<u>TERMINAL RESPONSE</u>
Transaction entered...	MANAGER NEEDED (Response will display)
Press ENTER	MANAGER NEEDED OVERRIDE? YES OR NO
Press ENTER for YES	DIALING NOW PROCESSING NOW (Merchant receipt will print) PRINT SECOND RECEIPT CORRECT? YES OR NO
Press ENTER for YES	(Customer receipt will print) AUTH NUM ###-###

VOIDING A TRANSACTION

<u>USER ACTION</u>	<u>TERMINAL RESPONSE</u>
Press VOID key	ENTER INVOICE NUMBER
Key in the INVOICE # from the receipt, press ENTER	##### \$0.00 CORRECT? YES OR NO
Press ENTER key for YES	ENTER MICR NUMBER
Swipe CHECK through reader	TRANSACTION ACCEPTED (Receipt will print) APPROVAL #####

Voids will not be accepted if the information entered does not match a transaction. It will display: INV. NUMBER MISSING

CHECK VERIFICATION

<u>USER ACTION</u>	<u>TERMINAL RESPONSE</u>
Press CHECK key	ACH CHECK - YES OR NO
Press CLEAR key for NO	DRIVER'S LIC. NUMBER
Key in DRIVER'S LIC. # , press ENTER	ENTER MICR NUMBER
Swipe CHECK through the reader	STATE CODE
Key in STATE CODE , press ENTER	AMOUNT \$0.00
Key in AMOUNT , press ENTER	DIALING NOW PROCESSING NOW (Merchant receipt will print) PRINT SECOND RECEIPT CORRECT? YES OR NO
Press ENTER for YES	(Customer receipt will print) AUTH NUM ###-###

MANUAL CHECK VERIFICATION FOR MOTO

<u>USER ACTION</u>	<u>TERMINAL RESPONSE</u>
Press CHECK key	ACH CHECK - YES OR NO
Press CLEAR key for NO	DRIVER'S LIC. NUMBER
Key in DRIVER'S LIC. # , press ENTER	ENTER MICR NUMBER
Key in the ROUTING # & ACCOUNT # , press ENTER	STATE CODE
Key in STATE CODE , press ENTER	AMOUNT \$0.00
Key in AMOUNT , press ENTER	DIALING NOW PROCESSING NOW (Merchant receipt will print) PRINT SECOND RECEIPT CORRECT? YES OR NO
Press ENTER for YES	(Customer receipt will print) AUTH NUM ###-###

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

PRINTING RECEIPT COPIES

<u>USER ACTION</u>	<u>TERMINAL RESPONSE</u>
Press REPRINT key	REPRINT INVOICE ENTER INVOICE NUMBER
Key in the INVOICE # from the receipt, press ENTER	1-MERCHANT RECPT 2-CUSTOMER RECPT
Press 1 or 2 key, then press ENTER	PRINTING PLEASE WAIT REPRINT COMPLETE

SET TIME & DATE

<u>USER ACTION</u>	<u>TERMINAL RESPONSE</u>
Press FUNCTION key, then key in # 1 , # 0 , then press ENTER	MERCHANT FUNCTION ENTER PASSWORD
Key in PASSWORD , press ENTER	00/00/00 ENTER DATE MMDDYY
Key in DATE , press ENTER	00:00 ENTER TIME HHMM
Key in TIME , press ENTER	Current time & date will display

BATCHING OUT

<u>USER ACTION</u>	<u>TERMINAL RESPONSE</u>
Press SETTLEMENT key	SETTLE ENTER PASSWORD
Key in PASSWORD , press ENTER	00-ALL + 01-ECHEX 00
Press ENTER	SCANNING BATCH PLEASE WAIT SALES TOTAL \$0.00 CORRECT? YES OR NO
Press ENTER key for YES	REFUND TOTAL \$0.00 CORRECT? YES OR NO
Press ENTER key for YES	SCANNING BATCH PLEASE WAIT DIALING NOW PROCESSING NOW ACCEPTED

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	