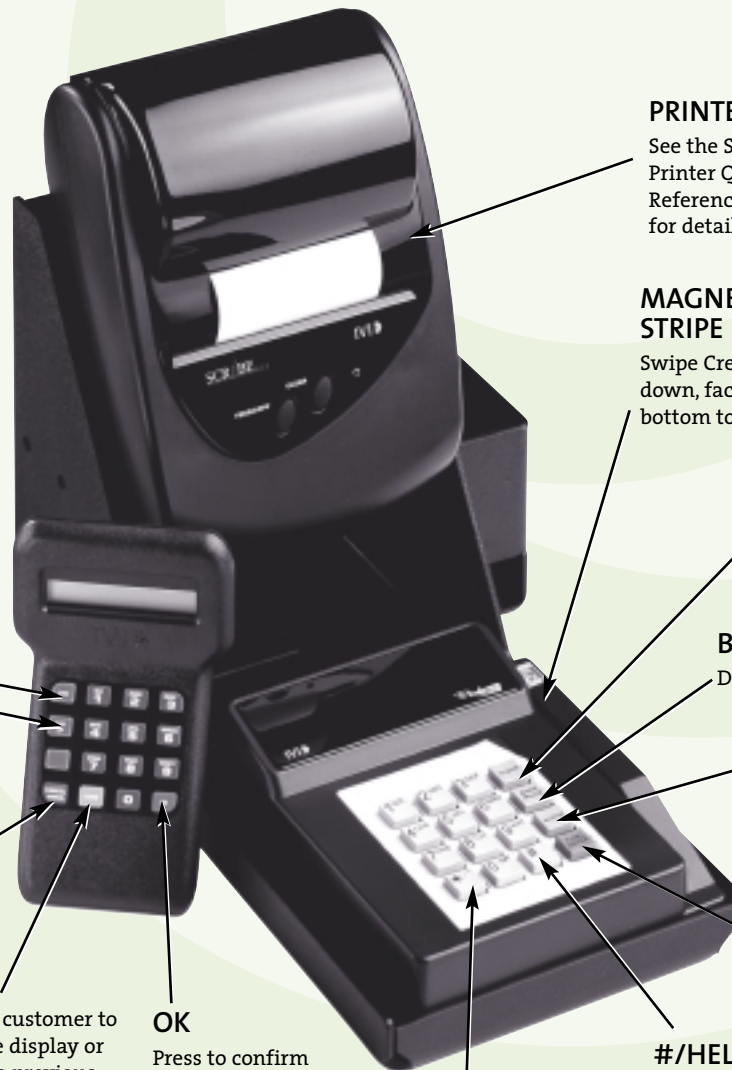


Quick Reference Guide

For Debit Card & Credit Card Procedures

Your VISA Merchant Number is _____

Your MasterCard Merchant Number is _____



PRINTER

See the Scribe 601/612 Printer Quick Reference Guide for details.

MAGNETIC STRIPE READER

Swipe Credit/Debit card black stripe down, facing right, top to bottom or bottom to top.

CLEAR

Stops a transaction, clears an entry, returns to previous prompt or resets terminal when pressed and held for 3 seconds.

BACKSPACE

Deletes last character entered.

ALPHA

Accesses non-numeric characters on the keypad. Press the number key which has the required letter on it and press the ALPHA key until the letter is displayed.

FUNC/ENTER

Confirms actions or accepts messages on display.

*/HELP

Press FUNC/ENTER key and then the */HELP key to access the HELP list.

Use to scroll to next option.

CHQ SAV/EP

Used by customer to select their account during a Debit transaction.

CANCEL/ANNUL

Used by customer to cancel a Debit transaction.

CORR

Used by customer to clear the display or return to previous prompt on PinPad OK Key.

OK

Press to confirm actions or accept messages on display.

FINANCIAL TRANSACTIONS

TRANSACTION TYPE	PRESS KEYS INDICATED TO ENTER TRANSACTION CODE	ADDITIONAL INFORMATION
Sale	No code; swipe card	The customer card number may be keyed (for credit only).
Refund	03 + ENTER	A Supervisor ID and password may be required to perform these transactions.
Sale Void	10 + ENTER	
Refund Void	13 + ENTER	
Post	02 + ENTER	Use to submit through the terminal any credit card transaction which has already been authorized by telephone.
Pre-Authorization (and Subsequent Pre-Authorization)	05 + ENTER	On first request, press ENTER at prompt for original reference #. On any subsequent request, and for Pre-Auth Completion, key in the 4-digit reference number from original receipt. Maximum records in Pre-Auth file = 500. Message during either of these transactions indicates when file is 80% or over full. At 100% full, the oldest record will be deleted to make room to save the new.
Pre-Authorization Completion	15 + ENTER	

ADMINISTRATIVE TRANSACTIONS

Communication Test (Handshake)	66 + ENTER	Test if terminal is connecting with HOST without doing a transaction which may have financial impact.
Current Totals Report	80 + ENTER	Print a list of transactions performed since last settlement or deposit. Request totals by operator any time and as many times in a day as you wish; totals are automatically deposited to your account and reset to zero at settlement time.
Previous Totals Report	85 + ENTER	Obtain totals of last settlement or deposit. Request totals by operator any time and as many times as you wish in a day.
Close Batch Report	81 + ENTER	Closes current batch transactions for the specified operator to be deposited. A summary report will be printed. Refer to End-of-Day for details.
To-be-Settled Report	83 + ENTER	Provides a total of all previously closed batches prior to settlement time.
Transaction Reprint	88 + ENTER	Reprint receipt for last transaction (e.g., after a printer jam or if a receipt is not legible); receipt indicates DUPLICATE.

OTHER FUNCTIONS

Operator Sign-on	70 + ENTER	Sign-on an operator for multiple transactions, thereby eliminating the need to key the operator ID in with each transaction.
Operator Sign-off	71 + ENTER	Sign off a previously signed on operator.
Printer Test	61+ ENTER	Test printer after changing paper.
Help List	62 + ENTER	Print a list of transactions with their transaction codes.
Set Training Mode (On/Off)	63 + ENTER (Use * to toggle ON and OFF)	All "financial" transactions and many others are available in training mode. No information is actually recorded in memory. Void and return will accept any 6 characters for "original auth #". Maximum transaction amount is \$1.00.
Set Default Language (or Change)	69 + ENTER (Use * to toggle)	Options are English and French.
Transaction Log	82 + ENTER (Use * to toggle) (* See Hints and Tips)	Stores last 500 transactions in increments of 10; sorted by batch (which can be found on your receipt), then by card plan: 1 = MasterCard 2 = Debit (and Maestro) 3 = VISA 4 = AMEX 5 = Private Label 6 = Diners Club/en Route
Pre-Authorization Report	68 + ENTER	Use this transaction to obtain a printout of saved Pre-Auth transaction(s). Options are: all, a specific reference # or specific account #.

TROUBLESHOOTING

For most problems, please try again. For specific problems listed below, follow actions provided. If message persists, call Merchant Customer Service for assistance.

DISPLAY	CORRECTIVE ACTION
APPROVED - GET ID	Verify ID, or perform Void.
CALL FOR AUTH	Call Authorization Centre.
CARD MISMATCH / CLEAR TO CANCEL	Last 4 digits keyed do not match last 4 digits of account number of card swiped. Start again, key last 4 digits carefully. If message persists, do not accept card. DO NOT key card number manually. Call Authorizations Department.
CARD NOT ALLOWED	Ask customer for another form of tender. If you have another card type set up with another financial institution, you may wish to call Merchant Customer Service to have it supported on the FLASH 400 Terminal.
FILE nnn% FULL	Pre-Auth. log file is nnn% full (advice during Pre-Auth transactions). Call Merchant Customer Service.
INVALID CARD #	Try again. Request alternate payment type.
ISSUER OFFLINE	Try another card type.
LINE NOT AVAILABLE / CHECK CONNECTION	Line may be in use or line is not connected properly. Ensure phone is not in use, telephone jack is active, telephone cable is connected.
LOGIN FAILED / ENTER TO RETRY / CLEAR TO CANCEL	Connection to HOST has failed; try again. If problem persists, call Merchant Customer Service.
NO CONNECTION / ENTER TO RETRY / CLEAR TO CANCEL	
NO HOST RESPONSE / ENTER TO RETRY	
NO HOST PARAM	HOST parameter download was not performed on a new terminal or a host parameter download failed. Perform HOST Download. If problem persists, call Merchant Customer Service.
PINPAD ERROR	Ensure PINPad is connected securely at terminal and back of PINPad.
PRINTER ERROR	Ensure power is ON, power connections are secure at back of terminal and back of printer.
REF. NOT FOUND/ TRY AGAIN	Retry with valid pre-auth reference number. If reference number is not found, use "Post" (02 + ENTER) transaction to perform completion.
SYS FUNCTION?	Press and hold the CLEAR key for 3 seconds to reset the terminal. If this happens repeatedly, call Merchant Customer Service.
TEST FAILED	Response code for communication test function was not approved (nn is response code from host). Retry. If problem persists, call Merchant Customer Service.

HINTS AND TIPS

- The operator sign-on function is used to differentiate transactions by operator. If no operator is signed on, you will be prompted for an **ID** for every transaction. In locations where there is no need to differentiate transactions by operator but you do not wish to enter an **ID** for each transaction, sign-on as Operator 1 indefinitely. If an operator is already signed on, and another operator signs-on, the previous operator is automatically signed off.
- Can't remember a transaction code? **Key 62** and press **ENTER** for a complete printout of all transaction and function codes.
- For credit card transactions, when the card is swiped, the operator will be prompted to **enter the last 4 digits** of the customer's card to reduce fraud.
- International debit is supported through the Maestro network. Cards with a Maestro emblem can be used for debit transactions regardless of the country in which they were issued.
- **Always give the customer their receipt**, whether the transaction is successful or not.
- If the printer is not working, debit transactions cannot be processed; for credit card transactions, process normally and take an **imprint of the card**. If the terminal is not working, take an **imprint of the card** and obtain authorization number for transaction if over floor limit.
- To reduce chargebacks, if magnetic stripe is not working, take credit card imprint and complete manual sales draft (do not write "void"). Indicate reference number from manual sales draft on POS receipt and write "proof copy" on signature line.
- If you see an **error message** on the PINPad display or on the receipt, make sure to check the terminal display for a terminal message and refer to the Troubleshooting section above.

The FLASH 400 offers the following configurable items which can be changed by calling Merchant Customer Service at 1-866-319-7450

TIP AND TOTAL LINE

Can be turned on for restaurant-like usage to print a tip and total line on pre-authorized transaction receipts.

STORE DATA

Allows the merchant to enter up to 15 alpha-numeric characters to be printed on the receipt. Typically used for invoice or reservation numbers.

PRE-AUTH RECEIPT PRINT CONTROL

When performing pre-auth and pre-auth completion, you may choose to print a receipt during one, the other or both types of transactions. A restaurant may want only the pre-auth receipt, while a hotel may only want the pre-auth completion receipt.

NUMBER OF RECEIPTS

On the Scribe 612 Printer, you may choose to have 1, 2 or 3 copies of each receipt and report.



The Flash 400 supports two methods of closing transactions. Your end-of-day processing depends on which settlement option you are set up with.

SETTLEMENT OPTION 1

If you are processing under Settlement Option 1, at a specified time, all transactions completed since the same time yesterday are settled for deposit to your account(s). This takes place daily with no action required on your part. At end of day, obtain a Current Totals Report (**80 + ENTER**) and balance to your sales receipts.

SETTLEMENT OPTION 2

If you are processing under Settlement Option 2, Close Batch transactions must be performed by you for transactions to be settled. If you are using multiple operator IDs, a Close Batch must be performed for each ID. A batch of transactions which has not been settled will not be deposited to your account(s) until a Close Batch transaction has taken place. To ensure that your totals are balanced, settled and deposited, simply obtain a Current Totals Report (**80 + ENTER**), balance to your sales receipts and then perform a Close Batch (**81 + ENTER**).

To download additional copies of this Quick Reference Guide go to www.moneris.com/merchant/qrguides and open the PDF file **flash400qrg.pdf**

For Technical Assistance Contact
Merchant Customer Service
toll free **1-866-319-7450**
or local Toronto and vicinity
416-234-7664

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