

TALENTO OPERATIONS GUIDE

CHECK READER MESSAGES

"MANAGER NEEDED" - RE-PRESENTED CHECK: This means that the check has already been seen by the system or has been processed. Merchant needs to Override the transaction for a receipt to print.

MANAGER NEEDED - DAY/LOCAMT: This message alerts the merchant that the check amount has exceeded the normal ACH limits of guarantee. Press, "ENTER". Terminal will prompt for OVERRIDE. Press "Clear" to return to main screen.

NO ACH: This message indicates that Financial Institution does not participate in the Federal Reserve/ACH network OR the reader was unable to read the check number. The check has been verified by the system. If you receive an authorization number. However, the Merchant **MUST** deposit the check in their bank.

ERROR IN MICR: This message informs the merchant that the terminal cannot read the check numbers by the magnetic ink provided. The check cannot be voided. * merchant must try to void check. If check cannot be voided, then merchant **MUST** manually deposit the check. If this consistently happens with several checks by different banks, please contact technical support.

ID FLAGGED: This message alerts the Merchant that the DL License presented is associated with a checking account that has a problem. **OVERRIDE** only for your most frequent customers. **These checks are not guaranteed.**

DECLINED CHECK: The message is to inform the Merchant that the check is declined due to problem with the customer's I.D. or account. **THIS CANNOT BE APPROVED OR OVERRIDDEN.**

ERROR IN ID: Check default state to ensure the correct state code was entered. Check to see if DL# has a letter and enter the corresponding letter with the DL#

STATE CODES

01 AL	25 MA	48 TX
02 AK	26 MI	49 UT
04 AZ	27 MN	50 VT
05 AR	28 MS	49 UT
06 CA	29 MO	51 VA
08 CO	30 MT	53 WA
09 CT	31 NE	54 WV
10 DE	32 NV	55 WI
11 DC	33 NH	56 WY
12 FL	34 NJ	61 AB
13 GA	35 NM	62 BC
14 PR	36 NY	63 MB
15 HI	37 NC	64 NB
16 ID	38 ND	65 NF
17 IL	39 OH	66 NS
18 IN	40 OK	68 ON
19 IA	41 OR	69 PE
20 KS	42 PA	70 PQ
21 KY	44 RI	71 SK
22 LA	45 SC	72 YT
23 ME	46 SD	
24 MD	47 TN	

TO VOID A CHECK

1. Press the 4 key;
2. Press arrow key under VOID prompt.
3. Enter the Reference number from the receipt.
4. Press <ENTER>
5. Display will read: VOID \$00.00
6. If transaction displayed is the correct one, press <ENTER>.
7. Void will dial out
8. Display will read: "Check Void Accepted"
9. Press CANCEL key twice to return to main menu.

TO BATCH OUT AND DEPOSIT

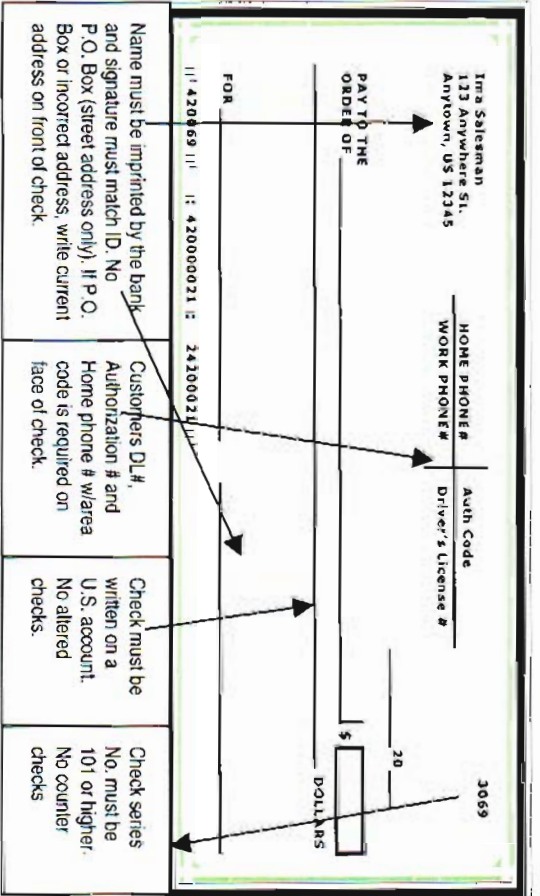
1. Press Term Report key to print a receipt of all transactions. (for your records)
 2. Press Close key (terminal will prompt you to verify, press YES to close) to send deposit. The terminal will print a receipt "DEPOSIT ACCEPTED"
- When using IMAGING the terminal will upload images after "DEPOSIT ACCEPTED". Then terminal will print a receipt once the images are uploaded and completed.

IMPORTANT

ANY VOIDS OR CORRECTIONS AFTER BATCH OUT WILL REQUIRE A MERCHANT REVERSAL

IMPORTANT

CUSTOMER MUST SIGN, PRINT THEIR NAME, & PHONE NUMBER ON FRONT OF MERCHANTS RECEIPT.



MAGTEK READER INSTRUCTIONS TO SCAN A CHECK

1. Press the 4 key.
2. Press arrow key under Personal Checks or press Check Sale.
3. Insert check into Check Reader.
4. Enter amount of check. Press <ENTER>.
5. Select ID type: Press arrow key under Driver's License. The default state of the terminal will be displayed. Key in full driver's license including letters if necessary.
6. Approval response: Personal Check AUTH NUM 273-402
7. Press CANCEL key twice to return to main menu

IMAGING INSTRUCTIONS TO SCAN A CHECK

1. Press key 4.
2. Press CHECK SALE. (LED indicator light on imager turns from amber to green.)
3. Terminal will read ENTER CHECK. (Enter check with MICR # towards LED. Green light begins to blink when reading)
4. Terminal will read ENTER CHECK AMOUNT (press <ENTER>)
5. Terminal will read SELECT ID TYPE. Press DRIVERS LIC.
6. DL State prefix pre-programmed i.e.: FL- (ENTER DRIVERS LICENSE # of customer.)
8. Press <ENTER>. Terminal will display dialing... for GETI authorization number. Approval Response Example: GETI AUTH NUM 123-456.
9. Press CANCEL key twice to return to main menu

OUT OF STATE CHECK

Change state prefix by pressing the clear button 3 times. Re-enter state prefix by pressing the number key corresponding to letter. Press → (alpha) key to change number to letter. Enter correct state prefix of customers check including dash (-) i.e. FL-

Merchant Keeps: Signed copy with phone# and printed name.

Customer receives unsigned copy with check.



TERMINAL QUICK TIPS

Change the state code if you are accepting an Out-of-State Driver's License (See the front of this card for a list of State Codes).

"Close" (Batch Out) your terminal every day in order to make your Deposits (See instructions on the front side of this card). This step transfers your money to the bank within 48-72 hours from the time of the Batch Out.

Keep your copies of the customer's signed authorization as well as the Daily Batch Out/Deposit slip.

Be sure to stamp the check *ACH Processed*, and hand back along with their copy of the transaction receipts.

A dedicated phone line for you terminal will insure optimum performance. Shared lines could create problems.

Remember: The customer must print their name and a valid phone number on the signed receipt (merchant copy).

Terminal must be batched out every night prior to midnight.

Merchant Copy - Original Signed Copy

Customer Copy - Unsigned Copy

REMEMBER: The signor of the check must be the owner of the checking account. **VERIFY** the ID. Do not except a check until the ID has been verified.

In order to **GUARANTEE** a check, the following steps are required:

- 1). The receipt must be signed by the check writer and
- 2). A printed name and current phone number must be written on the receipt.
- 3). Driver's License must be verified and the DL# number must be written on the front of the check and then entered into the terminal. Merchant is responsible for accuracy of DL#.
- 4). Upon notification of a return check, merchant must provide Global eTelecom, a faxed copy of the customer signed receipt.
- 5). Terminal must be batched out the same day the checks are received.
- 6). Merchant must follow the guidelines on the front of this card.

We DO NOT guarantee Stop Payment Checks (*unless a Stop Payment Addendum has been signed)

Stamp all checks ACH processed and hand back to the customer. Make sure to have appropriate information for your records in the event a check is returned for any reason.

For Terminal Problems Call 1-877-438-3249
For Account Concerns Call 1-888-481-0757

◆ Please consult your copy of the application/contract for a full description of the terms & conditions governing your Global eTelecom, Inc. service.

CHECKS NOT ACCEPTED FOR ELECTRONIC PROCESSING

- ◆ Temporary Checks
- ◆ Cashier's Checks
- ◆ Payroll Checks
- ◆ Credit Card Checks
- ◆ Money Orders
- ◆ Third Party Checks (Check writer must present the check & sign the receipt)
- ◆ Checks written to employees or self
- ◆ Payable Through/Equity Line/Loan Checks
- ◆ Checks drawn on banks outside the USA
- ◆ Business checks unless the bearer of the check is the check writer
- ◆ Checks with no physical address (P.O. Box only not allowed.)