



RESTAURANT TRANZ 330/380/460 QUICK REFERENCE GUIDE

TERMINAL/ERROR MESSAGES		TERMINAL/ERROR MESSAGES (CONT.)	
ERROR MESSAGES			
MESSAGE	RESPONSE/FURTHER ACTION NEEDED		
CALL	Transaction must be authorized through a voice-assisted authorization center.	GT 80% FULL	The terminal is beyond 80% capacity to store captured transactions. No other warning messages.
DECLINE	Request another card from cardholder.	TIP OVER 20%	Tip amount entered exceeded 20% of original dollar amount. Press "Enter" to adjust amount.
HOLD/CALL	Hold the card and call voice assisted authorization center.	CANNOT CORRECT	Performing the tip function on a transaction that cannot be adjusted or already has been adjusted.
SERV NOT ALLOWED	Service not allowed for that card type.	PROGRAMMING ERROR	Terminal has lost all memory; must be reprogrammed by Service Representative.
NO REPLY	Processor failed to respond. Use voice-assisted authorization center.		
LOST COMM W/ HOST	The line is busy at the host or there are telephone circuit problems. Reinitiate the batch transmission.		
NO RESPONSE MSG	The host disconnected telephone communications or there are telephone circuit problems. Reinitiate the batch transmission.		
WAITING FOR LINE	Check for dial tone and all telephone connections. Phone line may be dead.		
NOT FOUND	Data entered in error.		
MUST CHECK TOTS	Totals must be checked		
MUST DO START-UP	Start-up function must be initiated after each successful/unsuccessful transmission.		



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AUTHORIZING THE CARD		OTHER TRANSACTIONS	
AUTHORIZATION REQUEST (Stripe Readable) OR AUTHORIZATION ONLY			
OPERATOR ACTION	TERMINAL RESPONSE	OPERATOR ACTION	TERMINAL RESPONSE
Swipe card <OR> Press "5" Enter dollar amount, Press "Enter" Enter Clerk ID#, * press "Enter"	Amount of Sale? Auth only, Enter Account # (Amount displayed) Server ID* Enter Tip (Optional Feature) Printing... APXXXXX REFXXXX* Ready (Idle Prompt)	Call Voice Authorization Center Press "Clear" If transaction is approved, proceed to "Offline Entry"	Call or Hold/Call Ready (Idle Prompt)
Enter tip, press "Enter"		*Optional **PIN Pad display rotates ****Terminal display rotates until you press a key	
Press "Clear"		OFFLINE ENTRY OR CERTIFICATE ENTRY	
AUTHORIZATION REQUEST (Stripe Unreadable)			
OPERATOR ACTION	TERMINAL RESPONSE	OPERATOR ACTION	TERMINAL RESPONSE
Press "1"	Purchase, Enter Account # (Account # displayed) Expiry Date MMY Amount of Sale? (Amount displayed) Server ID* Enter Tip (Optional Feature)	Press "6"	Offline = 1 Tip = 2 Certificate = 3
Manually enter account #, press "Enter" Enter exp. date, press "Enter" Enter dollar amount, press "Enter" Enter Clerk ID, * press "Enter"		Press "1" (Offline) <OR> Press "3" (Certificate) Press "1", press "Enter" Manually enter account #, press "Enter" Enter exp. date, press "Enter" Enter dollar amount Press "Enter" Enter Server ID, * press "Enter" Enter tip amt., press "Enter" Enter Authorization Code Press "Enter" Press "Clear"	Offline, Enter Tran Type Offline, Enter Tran Type Purchase, Enter Acct. # (Account # displayed) Expiry Date MMY Amount of Sale? (Amount displayed) Server ID Enter Tip (Optional) Enter Auth. Code (Approval Code displ.) XXXX \$X.XX* Ready (Idle Prompt)
Enter tip amount, press "Enter"	Printing... Dialing, waiting for answer, transmitting, receiving. APXXXXX REFXXXX* Printing... Ready (Idle prompt)		
Press "Clear"		TIP ENTRY	
*Display toggles until CLEAR key is pressed			
OPERATOR ACTION	TERMINAL RESPONSE	OPERATOR ACTION	TERMINAL RESPONSE
Press "6"	Offline = 1 Tip = 2 Certificate = 3 Enter Server ID Enter Ref. Number (Purchase Amount displayed) Enter Tip (Tip Amount displayed) VXXXX \$X.XX (Trans type, last 4 digits of card #, orig. amount)	Press "2" (Tip) Enter Server ID, press "Enter" Enter Ref. #, press "Enter"	Offline = 1 Tip = 2 Certificate = 3 Enter Server ID Enter Ref. Number (Purchase Amount displayed) Enter Tip (Tip Amount displayed) VXXXX \$X.XX (Trans type, last 4 digits of card #, orig. amount)
press "Enter" Enter tip amount press "Enter"		press "Enter" Enter tip amount press "Enter"	
Press "Scan Right"	DJ AMT = \$X.XX (Amount including tip)	Press "Enter" Press "Enter"	Enter Server ID Enter Ref. Number (to continue adding tips) or Ready (Idle Prompt)
press "Clear"		press "Clear"	
*Display toggles until CLEAR key is pressed.			



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OTHER TRANSACTIONS (CONT.) **CORRECTING AMOUNTS**

VOIDS

OPERATOR ACTION	TERMINAL RESPONSE
Press "Function", then "6"	Void - Press Enter
Press "Enter"	Enter Ref Number
Enter Ref. #, press "Enter"	Enter Account #
Swipe card or enter manually	Amount of Sale?
Enter dollar amount,	(Amount displayed)
Press "Enter"	XXXX \$X.XX
	XXXX \$X.XX*
Press "Clear"	Ready (Idle Prompt)

CREDIT/REFUND

OPERATOR ACTION	TERMINAL RESPONSE
Press "4"	Credit, Enter Account #
Swipe card or enter account # manually	Amount of Credit?
Enter dollar amount,	Processing...
press "Enter"	(Amount displayed)
	XXXX \$X.XX
	XXXX \$X.XX*
Press "Clear"	Ready (Idle Prompt)

REPRINT

OPERATOR ACTION	TERMINAL RESPONSE
Press "Function", then "1"	Enter Ref Number
Enter Ref. #, press "Enter"	Printing...
	Ready (Idle Prompt)

*Display toggles until CLEAR key is pressed.

DELETE/START UP BATCH

OPERATOR ACTION	TERMINAL RESPONSE
Press "Function", then "9"	Delete Batch?
Press "Enter"	Enter PSWD
Enter Password, press "Enter"	Processing...Printing
	New Batch Begins
	Ready (Idle Prompt)

PROPRIETARY TRANSACTIONS

Refer to appropriate transaction section; however, proprietary transactions are processed by pressing the "8" key first.

AMOUNT OR TIP CORRECT (ADJUST) FUNCTION

OPERATOR ACTION	TERMINAL RESPONSE
Press "Function", then "4"	1 = TOTAL,*
	2 = CLERK,*
	3 = DETAIL*
Press "3"	Enter Ref Number
Enter Ref. #, press "Enter"	(Purchase Display)
Scan Right (# Key)	(Sale, Dollar Amount,
<OR>	& Account # displayed)
Scan Right (# key) twice	(Tip & Dollar Amount displayed)
Press backspace key	Enter PSWD (if desired)
Enter PSWD if desired, "Enter"	Enter new Amount
Enter new purchase amount,	(Amount displayed)
Press "Enter"	Printing...
	Ready (Idle Prompt)

*Display rolling menu until CLEAR key pressed.

** Must be activated manually via set up code or Zentalk. Must be reprogrammed manually if terminal is re-downloaded with set up function on.

END-OF-DAY BALANCING

PRINT REPORTS

OPERATOR ACTION	TERMINAL RESPONSE
Press "Function", then "5"	Processing... .
	1 = TOTALS*
	2 = SERVER*
	3 = DETAIL*
	4 = ALL*
Press applicable number for Report requested	Processing...
	Ready (Idle Prompt)

TRANSMITTING THE BATCH

TRANSMIT BATCH (Manually)

OPERATOR ACTION	TERMINAL RESPONSE
Press "9"	Transmit Batch
	Processing...
Enter transaction count,	Enter Item Count
press "Enter"	Enter Net Amount
Enter dollar amount of batch,	(Amount displayed)



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TRANSMITTING THE BATCH (CONT.) **TRANSMISSION ERRORS (CONT.)**

press "Enter"
(press * after amount if negative) *Dialing, Waiting for answer, Connected, Transmitting, Receiving.*
GB 00 XXX Accepted
Processing... Printing...
New Batch begins
Processing...
Ready (Idle Prompt)

AUTO-CLOSE TRANSMIT

Terminal will automatically transmit the batch at a pre-set time when the auto-close function is activated. Merchant should display totals before auto-close transmit time.

TRANSMISSION ERRORS

Please contact your Help Desk before proceeding with any of the following three procedures:

FAILED TRANSMISSION (After RB Response)

OPERATOR ACTION	TERMINAL RESPONSE
Press "Function", then press "9"	RB XXXXX E XXXX XXX
Scan Right (# key)	XXX
(write down 3-digit error code)	
Press "Enter"	Unsuccfl. Transmit
Press "Enter"	Call Help Desk
Press "Enter"	Cont. Batch? Y/N
To continue batch, press "9"	Batch retained
Press "Clear"	Ready (Idle Prompt)

FAILED TRANSMISSION (After QD Response)

OPERATOR ACTION	TERMINAL RESPONSE
Press "Function", then "9"	QD XXXXX MMDD
Press "Enter"	Unsuccfl. Transmit
Press "Enter"	Call Help Desk
Press "Enter"	Cont. Batch? Y/N
Press "6" then "Enter"	Enter Password
Enter password	Processing...
Press "Enter"	New batch begins
	Ready (Idle Prompt)

FAILED TRANSMISSION (With Error Response)

OPERATOR ACTION	TERMINAL RESPONSE
Press "Function", then "9"	No Response Message
Press "Enter"	Unsuccfl. Transmit
Press "Enter"	Call Help Desk
Press "Enter"	Cont. Batch? Y/N
To continue batch, press "9"	Batch retained
Press "Clear"	Ready (Idle prompt)

Or call your Help Desk to verify the need to delete batch.

CHECK ACCEPTANCE

CHECK ACCEPTANCE (Telecredit or Telecheck)

OPERATOR ACTION	TERMINAL RESPONSE
Press "7"	Check?
Press "Enter"	Enter ID Number
Enter state code and driver's license number	(State Code / Driver's license No. will display)
Press "Enter"	Enter Exp. Date
Enter birthdate	MMDDYY
Press "Enter"	Amount of Sale?
Enter dollar amount	(Amount displayed)
Press "Enter"	APXXXXX REFXXXX
Press "Clear"	Ready (Idle Prompt)

CHECK ACCEPTANCE (JBS)

OPERATOR ACTION	TERMINAL RESPONSE
Press "7"	Check?
Press "Enter"	Enter ID Number
Enter MICR # from bottom of check	(MICR Number will display)
Press "Enter"	Enter Exp. Date
Enter 9999	9999
Press "Enter"	Amount of Sale?
Enter dollar amount	(Amount displayed)
Press "Enter"	APXXXXX REFXXXX
Press "Clear"	Ready (Idle Prompt)

Note Printer will NOT print check transactions.