

**RETAIL PAYMENT SYSTEM QUICK REFERENCE GUIDE (Zon Jr XL)**

**TRANSMISSION ERRORS**

**FAILED TRANSMISSION  
(After RB Response)**

OPERATOR ACTION	TERMINAL RESPONSE
Press Function, then press "9" Scan Right (# key) (write down 3-digit error code) Press "Enter" Press "Enter" Press "Enter" To continue batch, press "9" Press "Clear"	RB 00 XXXX XXXX XXX  Unsuccf. Transmit Call Help Desk Cont. Batch? Y/N Batch retained Ready (Idle Prompt)

**FAILED TRANSMISSION  
(After QD Response)**

OPERATOR ACTION	TERMINAL RESPONSE
Press Function, then press "9" Press "Enter" Press "Enter" Press "Enter"  <OR> Press "Enter" Press "Clear" <OR> Press "6" then press "Enter" Enter password	QD 00 XXX MMDD Unsuccf. Transmit Call Help Desk (Printing...) New Batch begins Cont. Batch? Y/N Ready (Idle Prompt) Enter password Processing New batch begins Ready (Idle prompt)

**FAILED TRANSMISSION  
(With Error Response)**

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

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

**CHECK ACCEPTANCE**

**CHECK ACCEPTANCE (Telecheck)**

OPERATOR ACTION	TERMINAL RESPONSE
Press "7" Press "Enter" Enter state code and driver's license number Press "Enter" Enter birthdate Press "Enter" Enter dollar amount Press "Enter" Press "Clear"	Check? Enter ID Number (Driver's license number will display) Enter Exp. Date* MMDDYY Amount of Sale? Amount is displayed APXXXXX REFXXXX Ready (Idle Prompt)

\*May bypass expiration date field by pressing ENTER.

**CHECK ACCEPTANCE (Telecredit)**

OPERATOR ACTION	TERMINAL RESPONSE
Press "7" Press "Enter" Enter state code and driver's license number Press "Enter" Enter birthdate Press "Enter" Enter dollar amount Press "Enter" Press "Clear"	Check? Enter ID Number (Driver's license number will display) Enter Exp. Date* MMDDYY Amount of Sale? Amount is displayed APXXXXX REFXXXX Ready (Idle Prompt)

**CHECK ACCEPTANCE (JBS)**

OPERATOR ACTION	TERMINAL RESPONSE
Press "7" Press "Enter" Enter MICR # from bottom of check Press "Enter" Enter 9999 Press "Enter"	Check? Enter ID Number  Numbers will display Enter Exp Date 9999 Amount of sale?

**CHECK ACCEPTANCE (JBS) (CONT)**

Enter dollar amount  
Press "Enter"  
Press "Clear"

Amount is displayed  
APXXXXX REFXXXX  
Ready (Idle Prompt)

NOTE: Printer will not print check transactions.

**ERROR MESSAGES**

MESSAGE	RESPONSE/FURTHER ACTION NEEDED
CALL	Transaction must be authorized through a voice-assisted authorization center.
HOLD/CALL	Hold the card and call voice-assisted authorization center.
SERV NOT ALLOWED	Service not allowed for that card type.
NO REPLY	Processor failed to respond. Use voice-assisted authorization center.
LOST COMM W/ HOST	The line is busy at host or there are telephone circuit problems. Re-initiate the transaction.
NO RESPONSE MSG	Host disconnected telephone communications or there are telephone circuit problems. Re-initiate 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.
GT 80% FULL	Terminal is beyond 80% capacity to store captured transactions.
PROGRAMMING ERROR	Terminal has lost all memory. Service Representative must reprogram.



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**AUTHORIZING THE CARD**

**AUTHORIZATION REQUEST (Stripe Readable)**

OPERATOR ACTION	TERMINAL RESPONSE
Swipe Card Enter dollar amount, press "Enter"	Amount of Sale?  (Amount displayed) Dialing, waiting for answer, connected, transmitting, receiving, APXXXXX REFXXXX Printing...
Press "Clear"	Ready (Idle Prompt)

**AUTHORIZATION REQUEST (Stripe Unreadable)**

OPERATOR ACTION	TERMINAL RESPONSE
Press "1"	Purchase, Enter Account #  Expiry Date MMYY Amount of Sale?
Manually enter account #, press "Enter" Enter exp. date, press "Enter" Enter dollar amount, press "Enter"	Dialing, waiting for answer, connected, transmitting, receiving, APXXXXX REFXXXX Printing...
Press "Clear"	Ready (Idle Prompt)

**AUTHORIZATION ONLY**

OPERATOR ACTION	TERMINAL RESPONSE
Press "5"	Purchase, Enter NSE Auth Only, Enter  Account # Amount of Sale? (Amount displayed) Please wait...
Swipe Card Enter dollar amount, press "Enter"	Dialing, waiting for answer, connected, transmitting, receiving, APXXXXX REFXXXX Ready (Idle Prompt)
Press "Clear"	

**OTHER TRANSACTIONS**

**CALL OR HOLD/CALL**

OPERATOR ACTION	TERMINAL RESPONSE
Call Voice Authorization Center Press "Clear"	Call or Hold/Call Ready (Idle Prompt)
If transaction is approved, proceed to "Offline Entry"	

**OFFLINE ENTRY**

OPERATOR ACTION	TERMINAL RESPONSE
Press "6"	Offline Entry?
Press "Enter"	Enter Tran
Press "1", press "enter"	Enter Tran Type
Press "Enter"	Purchase, Enter Acct. #
Swipe card or manually enter card #	Expiry Date MMYY
Enter dollar amount	Amount of Sale?
Press "Enter"	(Amount displayed)
Enter Approval Code	Approval Code
Press "Enter"	(Approval Code displ.)
Press "Clear"	Please wait... XXXX \$X.XX Ready (Idle Prompt)

**VOIDS**

OPERATOR ACTION	TERMINAL RESPONSE
Press Function, then press "6"	Void - Press "Enter"
Press "Enter"	Enter Ref Number
Press "Enter"	Expiry Date MMYY
Enter Ref. # then press "Enter"	Enter Account #
Swipe card or enter manually	Amount of Sale?
Enter dollar amt.	(Amount displayed)

**VOIDS (CONT)**

Press "Enter"	Please wait...
Press "Enter"	Please wait...
Press "Clear"	XXXX \$X.XX Ready (Idle Prompt)

**CREDIT/REFUND**

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

**REPRINT DUPLICATE (for roll print only)**

OPERATOR ACTION	TERMINAL RESPONSE
Press Function, then press "1"	Function? Printing...
	Ready (Idle Prompt)

**CLEAR BATCH (for roll print only)**

OPERATOR ACTION	TERMINAL RESPONSE
Press Function, then press "9"	Delete Batch?
Press "Enter"	Enter PSWD
Enter password, Press "Clear"	New Batch Begins Ready (Idle Prompt)

**PROPRIETARY TRANSACTIONS**

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

**END-OF-DAY BALANCING**

**PRINT REPORTS**

OPERATOR ACTION	TERMINAL RESPONSE
Press "Function", then press "5"	TOTALS?
Press "Enter"	Printing...
	Processing...
	Ready (Idle Prompt)

**REVIEW DETAIL TRANSACTIONS (non-printing or**

OPERATOR ACTION	TERMINAL RESPONSE
Press "Function", then press "5"	Enter Ref Number
Press "Enter"	Ref XXXX (Amt. display)
Scan Right (# key)	Acct Number (Display)
Press "Enter" until...	Cl of Batch Ready Prompt)
Press "Clear"	

**REVIEW BATCH**

OPERATOR ACTION	TERMINAL RESPONSE
Press "Function", then "4"	Review batch?
Press "Enter"	Enter Ref Number
Press "Enter"	Please wait...
	Printing...
	Processing...
	Ready (Idle Prompt)

**REVIEW TOTAL TRANSACTIONS (non-printing only)**

OPERATOR ACTION	TERMINAL RESPONSE
Press "Function", then press "5"	Total Transaction (display)
Scan Right (@ key)	(Amount displayed)
Press "Enter"	Total Transaction (display)
(continue until)	Grand
Scan Right (# key)	XXX
Press "Enter"	Ready (Idle Prompt)

**TRANSMITTING THE BATCH**

**TRANSMIT BATCH (Manually)**

OPERATOR ACTION	TERMINAL RESPONSE
Press "9", Press "Enter"	Transmit Batch?
	Dialing, waiting for answer, connected, transmitting, receiving, GB 00 XX Accepted Ready (Idle Prompt)
Press "Enter"	

**START UP BATCH**

OPERATOR ACTION	TERMINAL RESPONSE
Press Function, then press "9"	GBXXXXX Accepted
Press "Enter"	New Batch Begins
Press "Clear"	Ready (Idle Prompt)