

# NURIT 3010 QUICK REFERENCE GUIDE

FLIP001  
RETAIL/DIRECT MARKETING  
ETC TYPE 7 APPLICATION



## Credit Sale

### 1 Swipe card through vertical slot as shown on terminal.

**NOTE:** If the magnetic stripe cannot be read by the terminal, a sales slip must be imprinted with the credit card information to verify that the card was present at the time of the transaction. Failure to imprint the card may result in a chargeback.

**For manual entry:**

- Key in card number and press **ENTER/PAYMT** key.
- Key in the expiration dates and press **ENTER/PAYMT** key. (Example: for December 2001, enter 1201)

### 2 Key in dollar amount of transaction, then press **ENTER/PAYMT** key.

**NOTE:**Prompting messages vary based on card type and setup. Terminal may display the following prompts:

- Invoice Number? Key the appropriate information, press **ENTER/PAYMT** key.
- Clerk ID? Key the appropriate information, press **ENTER/PAYMT** key.
- Order Number? Key the appropriate information, press **ENTER/PAYMT** key.
- Type of Order? Choose the appropriate option.
  1. Mail/Phone Order
  2. Recurring
  3. Installment
  4. Unknown
  5. Card Present
- If Option 1. Mail/Phone Order, or Option 5. Card Present was chosen the following prompts might appear.
- Enter ZIPCode. Key the appropriate information, press **ENTER/PAYMT** key.
- Enter House No.#. Key the appropriate information, press **ENTER/PAYMT** key.

### 3 Transaction complete—Sale captured.

- Receipt prints if transaction is approved.
- Terminal displays transaction response, then returns to the IDLE prompt.
- Have customer sign receipt and place in cash register drawer.

## Credit Return/Refund

### 1 Touch the **RETURN ▲** key on the terminal.

### 2 Swipe card through vertical slot as shown on terminal.

**NOTE:** If the magnetic stripe cannot be read by the terminal, a sales slip must be imprinted with the credit card information to verify that the card was present at the time of the transaction. Failure to imprint the card may result in a chargeback.

**For manual entry:**

- Key in card number and press **ENTER/PAYMT** key.
- Key in the expiration dates and press **ENTER/PAYMT** key. (Example: for December 2001, enter 1201)

### 3 Key in dollar amount of transaction, then press **ENTER/PAYMT** key.

**NOTE:**Prompting messages vary based on card type and setup. Terminal may display the following prompts:

- Invoice Number? Key the appropriate information, press **ENTER/PAYMT** key.
- Clerk ID? Key the appropriate information, press **ENTER/PAYMT** key.
- Order Number? Key the appropriate information, press **ENTER/PAYMT** key.

### 4 Transaction complete—Return/Refund captured.

- Receipt prints if transaction is approved.
- Terminal displays transaction response, then returns to the IDLE prompt.
- Have customer sign receipt and place in cash register drawer.

## Credit Ticket Only/Forced

### 1 Touch the **FORCED ▼** key on the terminal.

### 2 Swipe card through vertical slot as shown on terminal.

**NOTE:**When given the approval code by an operator, you must complete a **Credit Ticket Only/Forced** transaction to enter the item into the terminal and print a receipt for the customer to sign.

**For manual entry:**

- Key in card number and press **ENTER/PAYMT** key.
- Key in the expiration dates and press **ENTER/PAYMT** key. (Example: for December 2001, enter 1201)

### 3 Key in dollar amount of transaction, then press **ENTER/PAYMT** key.

**NOTE:**Prompting messages vary based on card type and setup. Terminal may display the following prompts:

- Enter Auth Code? Key the appropriate information, press **ENTER/PAYMT** key.
- Invoice Number? Key the appropriate information, press **ENTER/PAYMT** key.
- Clerk ID? Key the appropriate information, press **ENTER/PAYMT** key.

- Order Number? Key the appropriate information, press **ENTER/PAYMT** key.
- Type of Order? Choose the appropriate option.
  1. Mail/Phone Order
  2. Recurring
  3. Installment
  4. Unknown
  5. Card Present

### 4 Transaction complete—Ticket Only/Forced capture.

- Receipt prints if transaction is approved.
- Terminal displays transaction response, then returns to the IDLE prompt.
- Have customer sign receipt and place in cash register drawer.

## Debit Sale

### 1 Press the **ENTER/PAYMT** key.

### 2 Swipe card through vertical slot as shown on terminal.

**NOTE:**All debit card transactions must be swiped;debit card numbers may not be entered manually.

### 3 Key in debit sale amount of transaction, then press **ENTER/PAYMT** key.

**NOTE:**Prompting messages vary based on card type and setup. Terminal may display the following prompts:

- Cashback Amount? Key the appropriate information, press **ENTER/PAYMT** key.
- Invoice Number? Key the appropriate information, press **ENTER/PAYMT** key.
- Clerk ID? Key the appropriate information, press **ENTER/PAYMT** key.

### 4 Customer enters PIN to complete transaction.

- To end hit the **ENTER/PAYMT** key.

### 5 Transaction complete—Debit Sale captured.

- Receipt prints if transaction is approved.
- Terminal displays transaction response, then returns to the IDLE prompt.
- Have customer sign receipt and place in cash register drawer.

## Debit Return/Refund

### 1 Press the **ENTER/PAYMT** key.

### 2 Press the **RETURN** key.

### 3 Swipe card through vertical slot as shown on terminal.

**NOTE:** All debit card transactions must be swiped; debit card numbers may not be entered manually.

**4 Key in debit refund amount of transaction, then press ENTER/PAYMT key.**

- NOTE: Prompting messages vary based on card type and setup. Terminal may display the following prompts:**
- Enter Auth Code? Key the appropriate information, press **ENTER/PAYMT** key.
  - Invoice Number? Key the appropriate information, press **ENTER/PAYMT** key.
  - Clerk ID? Key the appropriate information, press **ENTER/PAYMT** key.

**5 Customer enters PIN to complete transaction.**

- To end hit the **ENTER/PAYMT** key.

**6 Transaction complete—Debit Return/Refund captured.**

- Receipt prints if transaction is approved.
- Terminal displays transaction response, then returns to the IDLE prompt.
- Have customer sign receipt and place in cash register drawer.

## Terminal Responses

**▶ Definitions:**

- **Call Center**
  - Operator should call the credit authorization center.
- **Declined**
  - The authorization for the transaction has been declined.
- **Invalid Card #**
  - The credit card presented is not acceptable for payment.
- **Invalid Tran Type**
  - Incorrect transaction attempted.
- **Invalid Merch #**
  - Invalid merchant # for the transaction attempted.
- **Invalid Amount**
  - Authorization request must be for at least \$1.00.
- **Inv Batch Seq**
  - Improper procedures have created an invalid terminal condition.
- **Force \$XXXXX.XX**
  - The batch was closed with an error condition.
- **Invalid \$XXXXX.XX**
  - An invalid cardholder # was detected in the batch during the close process.
- **Close \$XXXXX.XX**
  - The response for a normal close transaction.

| Card Name          | Merchant Number | Phone Number |
|--------------------|-----------------|--------------|
| Amex:              |                 |              |
| Diners:            |                 |              |
| Discover® Network: |                 |              |
| VISA/MC:           |                 |              |
| Customer Support:  |                 |              |

ETC-045

## Address Verification (AVS)

Visa and MasterCard offer the Address Verification Service (AVS) to merchants. This service reduces chargebacks by allowing merchants to check customers' addresses and/or ZIP codes against their credit card account numbers while performing authorizations.

Address verification is usually performed for manually entered sales, mail/phone orders and other transactions in which the credit card is not present. If your terminal prompts for AVS address or ZIP code verification, please follow these steps.

**▶ If your terminal prompts House No. #?**

Enter only the first five numeric digits (or up to the first space) of the customers home address; do not attempt to enter any alpha characters for street names.

| Example: If address is ... | You enter ... |
|----------------------------|---------------|
| One Main Street            | 1             |
| 123 First Ave.             | 1 2 3         |
| 23 Main St., No. 56        | 2 3           |
| 4567 Main St, Apt. 89      | 4 5 6 7       |
| 34567 Main St., Apt. C-12  | 3 4 5 6 7     |

- Press **ENTER**.

**▶ If your terminal prompts for AVS ZIP?**

- Enter the customers 5 or 9 digit ZIPcode, press **ENTER**.

**▶ Transaction complete. Sale captured.**

- Receipt prints if transaction is approved. Wait till finished.
- Have customer sign receipt and place in cash register drawer.
- Terminal displays transaction response. Press Clear.

If address information was entered, a one-character verification response code is returned along with the approval code. Please consult your financial institution for a current list of verification response codes and information regarding the use of these codes.

- A - Address matches, ZIPcodes does not match.
- E - Ineligible transaction.
- N - Address and ZIPcode do not match.
- R - Re-enter, system unavailable.
- S - Service not supported.
- U - Address information not available.
- W - Nine digit ZIPcode matched, address does not match.
- X - Exact match of address and nine digit ZIPcode.
- Y - Five digit ZIPcode matches, address does not.

## Additional Terminal Functions

**▶ Void a Transaction.**

- Press the **VOID ▶** key on the terminal until you have the appropriate transaction type.
- Key in card number and press **ENTER/PAYMT** key.
  - Key in the expiration dates and press **ENTER/PAYMT** key. (Example: for December 2001, enter 1201)
  - Key in the original dollar amount of transaction and press **ENTER/PAYMT** key.
  - Invoice Number. Key in the original invoice number and press **ENTER/PAYMT** key.

**▶ View Terminal Totals.**

- Press the **REVIEW** key on the terminal or press the **BLUE FUNC** key and then choose "7" Review.
- Terminal Displays:**  
**Scroll Totals < >**  
**Credit: 0.00**  
**Debit: 0.00**  
**Total: 0.00**
- Press the **ON/OFF MENU ESC** key to return to the IDLE prompt.

**▶ View a Transaction.**

- Press the **REVIEW** key on the terminal or press the **BLUE FUNC** key and then choose "7" Review.
- Terminal Displays:**  
**Scroll Totals < >**  
**Credit: 0.00**  
**Debit: 0.00**  
**Total: 0.00**
- Highlight the credit or debit totals by hitting the **FORCED ▼** key or the **RETURN ▲** key.
  - Once you have the transaction type you desire to review, press the **ENTER/PAYMT** key.
  - Use the **FORCED ▼** key or the **RETURN ▲** key to scroll from one transaction to the next.
  - Use the **VOID ▶** key or the **VERIFY ◀** key to scroll through a individual transaction.
  - Press the **ON/OFF MENU ESC** key to return to the IDLE prompt.

**▶ Close Batch.**

- Press the **BLUE FUNC** key and then choose "6" Batch Option.
- NOTE: All reports must be printed prior to settlement.**

**▶ Reprint Receipt.**

- Press the **ALPHA/COPY** key on the terminal.
- Terminal Displays:**  
**Receipt Copy:**  
**1. Last receipt**  
**2. Any receipt**  
**3. Last with SGN**
- Choose the appropriate print option by hitting the number or use the **FORCED ▼** key or the **RETURN ▲** key to scroll from one option to the next, then press the **ENTER/PAYMT** key.