

NOTE: SOME PROMPTS MAY VARY BASED ON THE TERMINAL SETUP

SALE (Swipe or Manually Keyed) Use this function to authorize and capture transactions for settlement. If the card is not present (ie: orders by phone, fax or mail) or the magnetic stripe is unreadable, you must manually key the account number. If the magnetic stripe is unreadable and the card is manually keyed, you must obtain a card imprint on the sales slip using a manual imprinter as verification that the card is present.

SWIPE CARD FOR SALE MM-DD-YY DAY HHMM	Swipe Card or Press Sale
ENTER ACCOUNT #	Swipe card or manually key card number and press Enter
VS ENTER LAST 4 DIGITS	Key the last 4 digits of the cardholder's credit card number and press Enter
VS ENTER EXP DATE - MMYY	Key expiration date and press Enter
VS IS CARD PRESENT?	Press Back Space for card not present or Enter for card present
VS IMPRINT CARD NOW!	Press Enter if available, always imprint card as proof that it was present
VS RECURRING PAYMENT?	Press Back Space if transaction is not recurring payment or Enter if transaction is recurring payment.
VS WEB OR EMAIL?	Press Back Space if transaction is not e-commerce or Enter if transaction is e-commerce.
VS ENTER CARD CODE	Key in Card Code and press Enter or press Enter for other options The card code can be found on the signature line of the customer's credit card.
NOCODE UNREAD SKIP	Press ↑ under desired option.
VS ENTER AMOUNT	Key amount and press Enter
VS ENTER ADDRESS CODE	Key the first 5 numeric digits before first letter of address and press Enter
VS ENTER ZIP CODE	Key customer's zip code and press Enter
VS ENTER CUSTOMER CODE	Key customer code and press Enter
VS TAX AMOUNT \$0.00	Key tax amount and press Enter
VS TAX EXEMPT? YES OR NO	Press Enter if transaction is tax exempt. If Back Space is pressed, tax will be requested again
VS ENTER INVOICE #	Key invoice number and press Enter
VS ENTER CLERK ID #	Key clerk number and press Enter
VS TEAR NOW PRESS ENTER	On approval, tear slip and have customer sign the receipt. Press Enter for customer copy. If CALL VOICE CENTER is displayed, call for voice authorization and press Enter . Enter the transaction as an Offline Sale.
VS AP 000000 XXX #000	Press Clear to return to the idle prompt

AVS RESPONSE CODES:

X = Address and 9 digit ZIP match	S = Service Not Supported
Y = Address and 5 digit ZIP match	N = No Match
A = Address Match, ZIP code does not	U = Unavailable
W = 9 digit ZIP matches, Address does not	
Z = 5 digit ZIP Code Match, Address does not	
E = Transaction ineligible for Address Verification	
R = Issuer authorization system is unavailable—try later	

CVV2/CVC2 CARD CODE -- RESPONSE CODES:

M = Valid or 'matched' CVV2/CVC2
N = Invalid CVV2/CVC2 value
P = CVV2/CVC2 not processed
S = CVV2 should be on the card, but merchant indicated not present.
X = Server provider did not respond (default)
U = Issuer unregistered for CVC2(MC) not certified or has not provided Visa with encryption keys for CVV2 (Visa)

DEBIT SALE (with Cash Back) Use this function to authorize and capture transactions for settlement. **Debit cards can't be manually keyed in they have to be swiped.**

SWIPE CARD FOR SALE MM-DD-YY DAY HHMM	Swipe Card or Press ATM/Debit
EBT Debit	Press ↑ under Debit
SWIPE CARD DEBIT	Swipe Debit card
DB ENTER BASE AMOUNT	Key amount and press Enter
DB ENTER CASH BACK AMT	Key cash back amount and press Enter
TOTAL \$ XXXX IS THIS CORRECT?	Verify total amount and press Enter if correct.
DB WAITING FOR PIN	Instruct the customer to enter PIN via the PIN Pad and press Enter . Do not ask the customer for the PIN.
DB TEAR NO, PRESS ENTER	On approval, tear slip and press Enter to print customer copy
DB AP XXXXXX	Press Clear to return to the idle prompt

OFFLINE SALE Use this function to capture transactions when voice approval has been obtained. Sometimes referred to as a forced transaction.

SWIPE CARD FOR SALE MM-DD-YY DAY HHMM	Press - minus sign
MUST AUTHORIZE FIRST ENTER ACCOUNT #	Swipe card or manually key card number and press Enter
VS ENTER EXP DATE MMYY	Key expiration date and press Enter
VS ENTER AMOUNT	Key amount and press Enter
VS ENTER APPROVAL CODE	Key authorization number that was obtained by the voice authorization center and press Enter
VS TEAR NO, PRESS ENTER	Tear slip and have customer sign the receipt. Press Enter to print customer copy

VS ACCEPTED	OFFLINE SEQ XXX	Transaction accepted. Press Clear to return to the idle prompt
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REFUND Use this function to issue a credit to the cardholder's account for goods or services.

SWIPE CARD FOR SALE MM-DD-YY DAY HHMM	Press Return
ENTER ACCOUNT #	Swipe card or manually key card number and press Enter
VS ENTER EXP DATE MMYY	Key expiration date and press Enter
VS ENTER AMOUNT	Key refund amount and press Enter
VISA TEAR NO, PRESS ENTER	Tear slip and have customer sign the receipt. Press Enter to print customer copy
VS ACCEPTED	Press Clear to return to the idle prompt

VOID Use this function to delete a transaction that is in the current batch.

SWIPE CARD FOR SALE MM-DD-YY DAY HHMM	Press VOID
CARD CHECK	Press ↑ under Card
INV SEQ PAN CHECK#	Press ↑ under desired option
ENTER INVOICE #	Key requested information (i.e. Invoice Number) and press Enter
VOID INV XXXXXXXXX? XXXXXXXXXXXXXXXXXX	Verify the transaction and press Enter . If Back Space is pressed, inv, seq, and pan will be requested again
VISA TEAR NO, PRESS ENTER	Tear slip and press Enter to print customer copy
INV SEQ PAN CHECK#	Press Clear to return to the idle prompt.

REPRINT Use this function to reprint any transaction that is in the current unsettled batch.

SWIPE CARD FOR SALE MM-DD-YY DAY HHMM	Press = division sign
TOTALS TRAN DETAIL	Press ↑ under Tran
INV SEQ LAST	Press ↑ under desired option
ENTER INVOICE #	Key requested information and press Enter
000: INV 00000000 REPRINT? \$0.00	Verify transaction and press Enter
REPRINT TEAR NOW, PRESS ENTER	Tear slip and press Enter to print customer copy

INV ↓	SEQ ↓	LAST ↓	Press Clear to return to the idle prompt
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AUTH ONLY Use this function to approve an amount on a credit card without storing the transaction in the terminal's batch.

SWIPE CARD FOR SALE MM-DD-YY DAY HHMM	Press X multiplication sign
AUTH ONLY ENTER ACCOUNT #	Swipe card or manually key card number and press Enter
VS ONLY AUTH ENTER EXP DATE MMYY	Key expiration date and press Enter
VS ONLY AUTH ENTER AMOUNT	Key amount and press Enter
VS ONLY TEAR NO, PRESS ENTER	Tear slip and have customer sign the receipt. Press Enter to print customer copy
VS ONLY AP 000000 XX SEQ	Press Clear to return to the idle prompt

ADJUSTING A TRANSACTION Use this functions below to change the amount for the selected transaction. A transaction can be recalled by ticket number, sequence number, or by the last 5 digits of the account number.

SWIPE CARD FOR SALE MM-DD-YY DAY HHMM	Press + plus sign
INV SEQ PAN ↓ ↓ ↓	Press ↑ under desired option
EDIT ENTER SEQUENCE #	Key requested information (i.e. Sequence Number) and press Enter
000: INV 0000000000 0000000000000000 OK?	Verify transaction. Press Enter to edit transaction.
BASE: \$0.00 ENTER AMT TO CHANGE	Key new amount and press Enter or press Enter to proceed
INV SEQ PAN ↓ ↓ ↓	Transaction accepted. Press Clear to return to the idle prompt.

PRE-SALE Use this procedure to print a generic offline non-sale receipt which will include a printed pre tip amount and a blank line for tips and totals.

SWIPE CARD FOR SALE MM-DD-YY DAY HHMM	Press B first green ↑
PRE-SALE PRE-SALE AMOUNT?	Key Pre-Sale amount and press Enter
Terminal May Prompt: Enter Server # Enter Clerk Id	Key server number and press Enter Key clerk number and press Enter
PRE-SALE	Idle Prompt

DETAIL REPORT PRINTING...	Press Clear to return to the idle prompt
INDUSTRY INFORMATION	
Address Verification (AVS) – A service designed to help reduce the possibility of fraud on Manually Keyed transactions. The terminal will request the cardholder's billing address and or zip code. Entry of both address and zip code may provide better protection against fraud. If an "N" or an "X" is returned as one of the AVS codes, you may want to consider requesting additional ID from the customer or secure alternate means of payment. <i>This information is required by MasterCard® and VISA® to help your business qualify for the best rates.</i>	
Card Code Validation – A service designed to help reduce the possibility of fraud on Card Not Present transactions. The 3 – 4 digit code printed on reverse italics on the signature stripe of the card should be entered when prompted. If the code is not entered, the user will be required to indicate why the prompt was bypassed.	
Offline Sale – A captured transaction which does not dial out for authorization. Sometimes referred to as a forced transaction. Voice approval should be obtained for all offline sales. Note: If Commercial card processing is enabled, Commercial Card prompts will be displayed on all MasterCard® and VISA® transactions.	
Authorization Only – A transaction that obtains an approval code, but is not captured and cannot be settled for payment.	

PRE-SETTLEMENT INSTRUCTIONS

- Place all transaction receipts in sequence number order. Run an adding machine tape of the transactions.
- Print appropriate report (see report instructions). Compare your totals to the terminal report.
- If your tape matches the terminal totals, proceed with the Settlement instruction below. If your audit does not match the terminal totals, repeat steps 1 and 2.

REPORTS Use this function to print a detail or totals report.

SWIPE CARD FOR SALE MM-DD-YY DAY HHMM	Press ÷ division sign
TOTALS TRAN DETAIL ↓ ↓ ↓	Press ↑ under desired option
BATCH CLK CARD ↓ ↓ ↓	Press ↑ under desired option and key the requested information
CURRENT HISTORY ↓ ↓	Press ↑ under Current
DETAIL REPORT PRINTING...	Press Clear to return to the idle prompt

SETTLE Use this function at the end of each day to settle the batch for payment and clear your terminal of transaction information.

SWIPE CARD FOR SALE MM-DD-YY DAY HHMM	Press Close
XXX ITEMS NET \$0.00 OK?	Verify number of items, net total, and press Enter if correct or press Back Space to exit
CLOSE BATCH REPRINT TOTALS?	Press Enter to reprint the settlement totals or press Back Space to continue
CLOSE BATCH ACCEPTED XXXXX	The transactions have been settled for payment. Press Clear to return to the idle prompt

MERCHANT SERVICES NASHVILLE LINKPOINT® 3000/AIO QUICK REFERENCE GUIDE



Retail

Application ID: 690LINKPT

VOICE AUTHORIZATION NUMBERS

MC/VS _____

AX _____

DISCOVER/NOVUS _____

DC/CB _____

OTHER _____

CUSTOMER SUPPORT _____

PROGRAMMING INFORMATION

Merchant Number _____

Merchant ID (MID) _____

Terminal ID (TID) _____

Download Telephone Number _____

Touch Tone or Rotary Dial _____

By choosing our terminal applications, you are taking advantage of industry leading Interactive Technology, which ensures the integrity of your transaction flow. We have taken great care and effort to create applications that are robust and fast, yet easy to use. Our goal is to continue this tradition by listening to you. If you have any suggestions on features or functionality of our products, please e-mail us at

Suggestions@ProductEnhancements.com

Please note that this is not a customer service line. Your message may not be responded to, but will be carefully read and considered as a potential enhancement.