

Hypercom ICE

Terminal Guide

Check Transaction Procedure

John Smith 123 Anywhere Street America, USA 12345	Home Phone # Work Phone #	Auth Code Driver's License #	Date 77058
Pay To The Order Of:			Dollars
Memo:			
⑆012045078⑆⑆102⑆ ⑆120⑆0120450⑆			

Name must be imprinted by bank and signature must match. No P.O. box (write physical address if necessary)

Driver's License #, Authorization #, and home phone # must be written on check.

Check series # must 101 or higher. No counter checks accepted.

Check must be written on U.S. account. No altered Checks.

CHECKS NOT ACCEPTED FOR ELECTRONIC PROCESSING

- *Temporary Checks
- *Cashier's Checks
- *Third Party Checks
- *Credit card checks
- *Money Orders
- *Payroll Checks
- *Checks written to employees or self
- *Payable Through/Equity Line/Loan Checks
- *Checks drawn on banks outside of USA

*Corporate checks that are not ACH-able (terminal will determine eligibility).

Check Sale

- Select New Trans.
- Select Check.
- Select ACH Check.
- Terminal will Display "Amount". Input amount and press *Enter*.
- Terminal will display "Drivers License." Input and press *Enter*.
- The terminal will display "State Code." Input and press *Enter*.
- The terminal will display "Insert check." Insert the check.
- Terminal will dial out.
- Receipt will print.
- Terminal will return to original prompt.

IMPORTANT

* Customer must print their name and phone number on the signed receipt.

* If using an imager the phone # & authorization # must be on check before imaging.

To Void a Check

- Select the "Main Menu" (displayed as Date & Time Bar).
- Select *Batch*, and then *Void*.
- Terminal will give the option of "Last Receipt" or "By Invoice."
- Select "By Invoice."
- Key the invoice number from the Sale receipt and press *Enter*.
- The terminal will prompt to verify the void amount. If correct, select "Yes" from the display.
- The terminal will then prompt to enter MICR #. Swipe Check through check reader.
- Terminal will dial and void the sale (a Reprint must be done for Customers copy).

IMPORTANT

Any Voids or corrections after batch out will require a merchant reversal.

State Codes

01-AL	11-DC	19-IA	27-MN	35-NM	44-RI	53-WA	65-NF	60-AS
02-AK	12-FL	20-KS	28-MS	36-NY	45-SC	54-WV	NS-NS	American Samoa
04-AZ	13-GA	21-KY	29-MO	37-NC	46-SD	55-WI	68-ON	Samoa
05-AR	14-PR	22-LA	30-MT	38-ND	47-TN	56-WY	69-PE	78-VI
06-CA	15-HI	23-ME	31-NE	39-OH	48-TX	61-AB	70-PQ	Virgin Is.
08-CO	16-ID	24-MD	32-NV	40-OK	49-UT	62-BC	72-YT	99-ML
09-CT	17-IL	25-MA	33-NH	41-OR	50-VT	63-MB	66-GU	Military ID
10-DE	18-IN	26-MI	34-NJ	42-PA	51-VA	64-NB	Guam	

Customer Service: 888-481-0757

Technical Support: 877-438-3249

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How to Batch and Upload Image

How to Batch

- Select Settlement from the default screen.
- Terminal will prompt for a password. Press 0000, then *Enter*.
- Terminal will display the Sales Total to verify. If the amount is correct, select or press *Enter*. (If incorrect, press the *Clear* key and reconcile the transactions).
- Terminal will display the Refund Total. Verify and then select or press *Enter*, if correct.
- Terminal will dial and close the batch. A Batch Summary report will print and the terminal will then return to its original display.

IMPORTANT

* Any voids or corrections after batch out will require a merchant reversal.

*Terminal must be batched out every night prior to midnight.

Image Upload (For use with Check Imager)

- Select Function from the default screen.
- Terminal will display "Merchant Function".
- Press 80 then press *Enter*. Terminal will then prompt to Send Images or Clear Images.
- Select *Send Images*.
- The terminal will display: "Sending, Amber...Blinking = Running"
- The Scanner will upload the images and then return to its original display.

CHECK READER MESSAGES

MANAGER NEEDED-RE-PRESENTED CHECK: This means that the check has already been seen in our system. The merchant will need to OVERRIDE the transaction to get a receipt to print with the changes/override. Terminal will display "REPRESENTED CHECK"; it will pause and then ask you "OVERRIDE TRANSACTION?" Press the Up Arrow for "YES". It will dial up to override the previous transaction and replace it with the current one.

MANAGER NEEDED-DAY/LOC/AMT: This message means 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: NO ACH is a valid authorization response, it simply means that the check was determined to be ineligible for electronic processing. You can accept that check as a form of payment, simply write the 6 digit approval code that followed NO ACH on the face of the check along with the DL number and phone number and manually present the check for deposit at your bank. Should the check be dishonored by the bank, the check will be guaranteed in accordance with the contract / service.

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 verified. The merchant has the option to manually deposit the check if they choose to. If this consistently happens with several checks by different banks, please contact technical support. It should also be noted that other electronic devices emit an electromagnetic field that may interfere with the reader's ability to read the magnetic ink. It is recommended to place the check reader one foot away from any other device.

ID FLAGGED: This message informs the Merchant that the check has been declined due to a problem with the customer's I.D or account. OVERRIDE only for your most frequent customers. These checks are not guaranteed.

DECLINED CHECK: This message is to inform the merchant that the check has been declined due to a 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#.

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