

Hypercom T4100

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:			
Memo:			Dollars
⑆012045078⑆1102 ⑆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.

Check Sale

- Terminal will display "Enter Card Number or Swipe Customer Card", press the Orange **CHECK** key.
- The terminal will display "Check Verify or ACH Check". Press the Soft Key next to **ACH CHECK**.
- The terminal will display "Payroll Check?" Press Yellow **NO** key for Personal checks. Press Green **ENTER** key for Business/Payroll checks.
- The terminal will display "Amount", key in the amount of the check and press **ENTER**.
- The terminal will display "Drivers License Number". Key in the DL number including any letters, omitting any dashes or spaces and press **ENTER**.
- The terminal will display "State Code". Key in the State Code for the DL presented and press **ENTER**.
- The terminal will display "Enter MICR Number or Insert Check". Scan the check through the check reader.
- Terminal will dial in for authorization, printing a receipt with response. If approved, the customer must sign, print their name and telephone number on the receipt.

IMPORTANT

- * Customer must print name and phone number on the signed receipt.
- * If using an imager the phone # must be on the check.

To Void a Check

- Terminal will display "Enter Card Number or Swipe Customer Card". Scroll down and select **VOID**.
- The terminal will display "Last" and "Invoice". Selecting "Last" will void the last transaction processed. Selecting "By Invoice" will prompt for the invoice number from the sales receipt.
- Terminal will display the transaction information for the transaction you are about to void. If the information is correct, press **ENTER** to proceed with the void. If incorrect, press **CLEAR** and repeat this process.

IMPORTANT NOTICE

- * 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
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		

Customer Service: 888-481-0757
Technical Support: 877-438-3249

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How to Batch and Image Upload

Batch Close

- Terminal will display "Enter Card Number or Swipe Customer Card". Press **ENTER**.
- Press the key next to **BATCH**.
- Press the key next to **SETTLE**.
- The terminal will display "Enter Password", key in "0000" and press **ENTER**.
- The terminal will display the sales totals. Press **ENTER** to confirm totals.
- The terminal will display the refund totals. Press **ENTER** to confirm totals.
- Terminal will dial in to close the batch, printing a summary report when complete.

IMPORTANT

- * Terminal must be batched out every night prior to midnight.
- * Voids or corrections after batch out will require a merchant reversal.

Image Upload

- Press the **"Home"** key.
- Press the soft key next to **"IMAGE UPLOAD"**.
- Press soft key next to **"UPLOAD IMAGES NOW"**.
- Terminal will initiate communication with imager to complete the image upload. Once complete, an Upload Image Report will print.
- Press the **"HOME"** key.
- Press the key next to **"SPOS32"** to return to normal operation.

IMPORTANT

* Customer must sign and print name and phone number on front of merchant's receipt.

* Phone number must be on check.

CHECK READER MESSAGES

MANAGER NEEDED-RE-PRESENTED CHECK: This means check was already seen by the system. Merchant needs to **OVERRIDE** the transaction to print a receipt with the changes/override.

- Terminal will display "Manager Needed: Re-Presented Check. Override?"
- Select **"YES"** to override, **"NO"** to cancel transaction.

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: Check has been declined due to a problem with customer's ID or account. Override **ONLY** for most frequent customers. These checks are **NOT** guaranteed.

DECLINED CHECK: Check has been declined due to a problem with customer's ID or account. **CANNOT BE APPROVED OR OVERRIDDEN.**

ERROR IN ID: Verify default state is correct to ensure correct state code was entered. Check ID to see if DL# has a letter and enter corresponding letter with DL #.

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).

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