

Omni 3200 Quick Reference Guide



MERCHANT MANAGEMENT GROUP, LLC

Retail Credit Card Sale

1 Press F2 key on the terminal.

If debit is activated, choose **CREDIT** when prompted to select sale type.

* 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**.
- Key in card expiration date press **ENTER**.
(Example: for December 2001, enter 1201.)

2 Swipe card through vertical slot as shown on terminal*

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

- Invoice Number? Key the appropriate information, press **ENTER**.
- Customer Number? Key the appropriate information, press **ENTER**.
- Purchase ID? Key the appropriate information, press **ENTER**.
- Clerk ID? Key the appropriate information, press **ENTER**.

3 Key in dollar amount of transaction, then press ENTER.

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

- Tax Amount? Key the appropriate information, press **ENTER**.
- Tip? Key the appropriate information, press **ENTER**.
- Print Customer Copy? Press **F2** for yes, **F1** for no.

4 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.

Credit Return/ Refund

1 Press F3 key on the terminal.

If debit is activated, choose **CREDIT** when prompted to select refund type.

For manual entry:

- Key in card number and press **ENTER**.
- Key in card expiration date press **ENTER**.
(Example: for December 2001, enter 1201.)

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

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

- Invoice Number? Key the appropriate information, press **ENTER**.
- Customer Number? Key the appropriate information, press **ENTER**.
- Purchase ID? Key the appropriate information, press **ENTER**.
- Clerk ID? Key the appropriate information, press **ENTER**.

3 Key in refund amount and press ENTER.

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

- Tax Amount? Key the appropriate information, press **ENTER**.
- Tip Amount? Key the appropriate information, press **ENTER**.
- Print Customer Copy? Press **F2** for yes, **F1** for no.

4 Transaction complete - Return/Refund 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.

Credit Ticket Only

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

1 Press DOWN arrow Key on the terminal then press F1 to select ticket only.

For manually entry:

- Key in card number and press **ENTER**.
- Key in card expiration date and press **ENTER**.
(Example: for December 2001, enter 1201.)

2 Key in dollar amount of transaction, then press ENTER.

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

- Invoice Number? Key the appropriate information, press **ENTER**.
- Customer Number? Key the appropriate information, press **ENTER**.
- Order Number? Key the appropriate information, press **ENTER**.
- Purchase ID? Key the appropriate information, press **ENTER**.
- Clerk ID? Key the appropriate information, press **ENTER**.
- Enter Auth Code? Key the appropriate information, press **ENTER**

3 Transaction complete - Ticket Only 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.

Debit Sale

1 Press F2 key on the terminal.

2 Swipe card through vertical slot as shown on pinpad.

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

- Choose **DEBIT** When prompted to select sale type.
- Recurring Pmnt? Press **F2** for yes, **F1** for no.
- Clerk ID? Key the appropriate information, press **ENTER**.

3 Key in Debit Sale amount and press ENTER.

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

- Tip? Key the appropriate information, press **ENTER**.
- Cash Back? Key the appropriate information, press **ENTER**.

4 Customer enters PIN at the pinpad, then press ENTER..

- Print Customer Copy? Press **F2** for yes, **F1** for no..

5 Transaction complete - Debit 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



Close Batch

- Press **ARROW** down key until desired options appear.

Terminal Displays

Sales: \$0.00
Refunds: \$0.00
Totals: \$0.00

- Press **Enter** to confirm.

Additional Terminal Functions

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Void A Credit Transaction.

- Press **F4** key on the terminal.
- Void Last transactions. Press **F1** for no, **F2** for yes
(A) If no
Terminal displays retrieve by:
Inv # **F1**
Acct # **F2**
Select appropriate option.
Terminal displays Retrieve by:
Card # No **F1**
Amount # Yes **F2**
Next **F3**
Select appropriate option.
- If no, transaction will be cancelled, press **CLEAR**.
- If yes, refer to step **(B)**.
- If next, terminal displays next item to be voided.
(Refer to steps **A** or **B**)
(B) If yes, transaction will be voided.
- Print Customer Copy? Press **F2** for yes, **F1** for no.

View Batch Totals.

- Press **DOWN** arrow key until desired option appears
Terminal Displays Retrieve By:

Sales: \$0.00
Refunds: \$0.00
Totals: \$0.00

Voice Approvals

For **CALL CENTER** response call the appropriate Card issuing company at the numbers below.

Card Name	Merchant Number	Phone Number
Amex:		800.528.2121
Diners:		800.525.9040
Discover:		800.347.1111
VISA/MC: 518089		800.228.1122
Local Terminal Help		850.747.0664
		877.664.1122
24/7 Customer Support		800.228.0210

Batch Review

- Press **DOWN** arrow key until desired option appears.
- Enter **PASSWORD**
Terminal displays retrieve by:
Press **F1** for clerk, **F2** for Amt, **F3** for Acct or **F4** for Inv #.
- If Clerk, key in the clerk ID and press Enter.
- If Amt, key in the total transaction amount and press Enter.
- If Acct, key in the last 5 digits and press ENTER.
- If Inv #, key in the Invoice # and press ENTER.
For each option selected terminal displays:
Tran Type Adj **F1**
Card # Prnt **F2**
Amt Void **F3**
Next **F4**
- If Adj, adjust by:
F1 for Amt, **F2** for tip, **F3** for clerk, or **F4** for Appv.
(Select an option and key the appropriate data, press **ENTER**.)
Note: If amt or tip selected adjust trans.
- If Prnt, terminal will print a duplicate receipt.
- If Void, terminal will void selected transaction.
- If Next, terminal will display next transaction.

Reprint a Receipt.

- Press **F1** for last receipt, **F2** for any receipt.
- If any receipt, key in invoice # and press **ENTER**.