

Tranz 330/ 380 Quick Reference Guide



MERCHANT MANAGEMENT GROUP, LLC

Restaurant Credit Card Sale

1 Press ONE key on the terminal.

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

2 Swipe card through vertical slot as shown on terminal*

* 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 2008, enter 1208.)

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**.
- Operator ID: Key the appropriate information, press **ENTER**.
- Invoice Number. Key the appropriate information, press **ENTER**.
- Customer Code. Key the appropriate information, press **ENTER**.

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 TWO key on the terminal.

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

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

For manual entry:

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

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**.
- Operator ID: Key the appropriate information, press **ENTER**.
- Invoice Number. Key the appropriate information, press **ENTER**.
- Customer Code. Key the appropriate information, press **ENTER**.

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 FIVE key on the terminal.

Manually enter card information.

- Key in card number and press **ENTER**.
- Key in card expiration date and press **ENTER**.
(Example: for December 2008 enter 1208.)

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:

- Tax Amount. Key the appropriate information, press **ENTER**.
- Total Auth Amount. Key the appropriate information, press **ENTER**.
- Operator ID: Key the appropriate information, press **ENTER**.
- Invoice Number. Key the appropriate information, press **ENTER**.
- Order Number? Key the appropriate information, press **ENTER**
- Customer Code. 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 ONE key on the terminal.

Choose **DEBIT (ATM)** when prompted to select sale type.

2 Key in Debit Sale amount and press ENTER.

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

3 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.

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

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

- Operator ID: Key the appropriate information, press **ENTER**.
- Invoice Number. Key the appropriate information, press **ENTER**.

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.

Note: Debit transactions cannot be edited or voided.



Quick Tip- Tip Adjust

- Press **BLUE** function key, then the **THREE** key.
- ENTER ITEM # Enter the item # or press ENTER for the first item.

Terminal Displays:

ITEM #	Trans Type	Total Amount
001	S	\$\$\$\$.cc

- Press the **ENTER** key to scroll until desired item is displayed
- Use the * or # to scroll through the detail of the transaction.
- When **\$\$\$\$.cc** is displayed press **BACKSPACE** to edit tip
- Enter amount of tip then press **ENTER**.

NOTE: Repeat if more items need to be tipped.

Close Batch

- Press **NINE** key on the terminal.
- Press **SIX** key for No

NOTE: Settlement report will print.

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		800.228.11220
Local Terminal Help		850.747.0664
		877.664.1122
24/7 Customer Support		800.228.0210

Additional Terminal Functions

Void A Credit Transaction.

- Press **FOUR** key on the terminal.
- Enter item # or press **ENTER** for the last transaction.
- If correct item is displayed, then press **ENTER**.
- Screen will display Void-Press **ENTER**, press the **ENTER** key.
- Terminal will display **ENTER** to confirm.
- Hit **ENTER** one more time to void transaction.

NOTE: Debit transactions cannot be edited or voided.

View A Credit Transaction.

- Press **BLUE** function key, then the **ONE** key.
- Enter card type, press the **ENTER** key.
- Enter item # or press **ENTER** for the first transaction.
- Hit the **ENTER** key to scroll till desired item is displayed.
- Use the * or # keys to scroll through the detail of the transaction.

Terminal Displays:

Item#	Trans Type	Total Amount
001	S	\$\$\$\$.cc

Reprint a Receipt.

- Press **BLUE** Function key, then the **FIVE** key .
- Terminal will display Print Option?
- Press the **THREE** key for reprint.
- Terminal will display Enter Item #.
- Key the appropriate information, then press the **ENTER** key.

Print Detail Report Totals.

- Press **BLUE** function key, then the **FIVE** key.
- Press 1 for details and **ENTER** key.
- Press **NINE** key and **ENTER** key for yes.

NOTE: Detail report will print

Print Card Report Totals.

- Press **Blue** function key, then the **FIVE** key.
- Press **TWO** key
 - Press **ONE** key for Card Reports.
 - Press **TWO** key for Tips
 - Enter Server # or Press **ENTER** key for all.

NOTE: Card Total Report will print

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