Off-campus Merchant Terminal Operational Guide

The Keyboard

1 - This key initiates the automatic debit dial-in to the System. It is also used for numeric value entry.

2 - This key initiates the automatic refund dial-in to the System. It is also used for numeric value entry.

3 -This key initiates displaying and printing the reconciliation report. It is also used for numeric value entry.

4 - This key initiates the optional cashier logon/logoff. It is also used for numeric value entry.

5 – This key initiates the print last receipt process. It is also used for numeric value entry.

6 - 9 and 0 - These keys allow numeric entry.

CL - This key aborts any operational sequence and returns to the idle state.

BA - This key blanks out a typographical error, one character at a time.

AL - Press this key before pressing <1> to initiate dial-up. The terminal remains on line to submit and process multiple transactions (if so configured).

(Special Characters)

, ' " -This key allows you to scroll the display to the left.
 *

 # - This key allows you to scroll the display to the right.

FU - This key:
NC •Indicates completion of numeric data entry when pressed once.
     •Switches programming "sides" when pressed twice.
*Switching software is available only on the TRANZ 380x2.

Memory Location Program Keys

Recall - FUNC, 7 – This puts the reader in recall mode where memory locations can be checked by entering then with the keypad.

Store - FUNC, 8 – This puts the reader in store mode to enter memory location settings. It is necessary to enter the password, 1 alpha alpha 6 6 8 3 1 to gain access. Then enter the memory location and the requested information into the reader using the keypad.

<u>Download</u> - FUNC, 0 – This will cause the reader to confirm that you want to perform a download. Press enter and the reader should dial the server and download to the reader.

Memory Locations to Program

000 Download phone number. - 567-661-2929
001 TRANZ terminal serial number The nine-digit S/N number on the bottom of the terminal.
114 Loop Number assigned to MDT. – if not known call 567-661-7120 for assistance
115 Address Specific reader address. – if not known call 567-661-7120 for assistance
100 Phone number of modem being dialed for sales. – 567-661-2929
200 Phone number of modem being dialed for refunds. – 567-661-2929
019 Application ID number This must be 1 unless otherwise instructed - 1
960 Speed Selection This must be 2 for 1200 baud communication - 2

The password being able to enter these memory locations is – [1] [alpha] [alpha] [6] [6] [8] [3] [1]

Reset Time/Date

1. Press the keys [*] and [3] simultaneously.
2. Diagnostics should display on the unit. Press {ALPHA] to begin the "time/date reset" function.
3. Follow the prompts entering the correct time/date information using the numeric keypad and pressing [ENTER].
4. Once all time/date information has been entered the terminal will new display the new time/date.

Terminal Operation

Entering a Debit Purchase

To sell merchandise to be paid from an System debit account:

1. Press the designated debit host key <1>.

SWIPE CARD

2. Swipe the CampusWide ID Debit card.

AMOUNT OF SALE?

3. Enter the sale amount and press <Enter>.

The MDT now dials into the System. During this process, the terminal displays the following messages.

The MDT submits the transaction and displays the results. Debit purchases referencing a tender requiring a personal identification number (PIN) prompts for PIN entry after the sale amount.

A submitted transaction may be approved or declined, as shown below.

WAITING FOR LINE

DIALING

WAITING FOR ANSR

CONNECTED

TRANSMITTING

RECEIVING

A submitted transaction may be approved or declined, as shown below.

APPROVED

DECLINED MESSAGE

Entering a Refund

To issue a refund to a cardholder,

1.   Press <2>.

> **SWIPE CARD**

2.   Swipe the card.

> **AMOUNT OF REFUND?**

3.   Enter the refund amount, and press *<Enter>*. The terminal dials into the System and displays the same connection messages shown earlier. Refunds that refer to tenders requiring a PIN prompt for PIN entry after the refund amount if the terminal is so configured.

4.   If required, have the cardholder enter a PIN via the keyboard.

Completing a Transaction

A submitted transaction receives one of the following responses:

1.   **Approved Transaction** - The terminal displays a valid transaction as APPROVED and prints a patron receipt.

2.   **Declined Transaction** - The terminal displays the rejection reason received from the System.

Declined Transaction Messages

When a transaction cannot be completed, the terminal displays one of the following:

CARD DELETED - The cardholder's card number is deleted from the Blackboard System and no longer valid at the terminal.

CARD EXPIRED - The card has expired.

CARD INVALID - LS#The issue code on the card does not match the issue code the system is expecting.

CARD INVALID - LS The card was reported lost or stolen.

ID NOT IN SYSTEM - The card is not entered in the system.

CARD SUSPENDED - The card was suspended.

INSUFFICIENT $ - The card account does not have a sufficient balance or credit to cover the purchase.

INVALID PIN - The PIN entered does not match the cardholder's PIN defined in the System.

OVER CREDIT LIMIT - The transaction exceeds the credit limit defined in the privilege plan rules, or the cardholder's personal credit limit was, or is about to be exceeded.

PLAN EXPIRED - A cardholder's privilege plan has expired.

PRIV EXPIRED - A cardholder's privilege has expired.

PRIV SUSPENDED - The cardholder has the privilege, but the privilege was suspended.

PRIV UNASSIGNED - The cardholder does not have the privilege he attempted to use.

SYSTEM UNAVAILABLE - The poller processes are not running.

HOST TIMEOUT - The MDT daemon sent the transaction from the AP to the NP for validation. After waiting 30 seconds for a NP response, the MDT daemon returns a HOST TIMEOUT to the merchant's terminal. The transaction may have experienced delays en route to the NP because of reader downloads or a problem with AP to NP communications.

Other Error Conditions

Communication or HP system errors will cause the MDT to display an error message. If the terminal receives this, the merchant should contact the school to resolve the problem. A detailed message will be entered in the `msglog` facility.

Running a Reconciliation Report

The MDT accumulates sales and refunds totals until they are reported and cleared by the user. To run the Reconciliation Report,

1. Press <3> to display the accumulated sales information.

| SALES | $5.00 |

2. Press *<Enter>* to print the Sales information and display the accumulated refund information:

REFUNDS $1.50

3. Press *<Enter>* to print the refund information.

4. Select *<1>* to clear all accumulated sales and refund totals. Select *<2>* to retain the totals. Press *<1>* or *<2>*, followed by *<Enter>*..

1=CLR TOT$ 2=NO

NOTE

*You can you clear both totals **only** by pressing <1>.*