

Verifone
Omni 3740, 3750, VX 570
Terminal Guide

Check Transaction Procedure

John Smith 123 Anywhere Street America, USA 12345 Pay To The Order Of: _____ _____ Dollars Memo: _____	Home Phone # _____ Work Phone # _____	Auth Code _____ Driver's License # _____	Date _____ 77058
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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 be 101 or higher. No counter checks accepted.
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Check must be written on U.S. account. No altered checks.

Check Sale

1. Press the *F* Key for < Check.
2. Press *F2* for <Check Sale.
3. The terminal will display "Scan Check" - Insert Check into the Reader.
4. The terminal will then prompt for the amount. - Key the check amount. Press *ENTER*.
5. Terminal will display "Enter State Code" - The terminal defaults to state of location (Out-of-State license, see List for numeric State Code value). Press *ENTER*.
6. Terminal will prompt for the Driver's License. - Swipe or Enter the Drivers License #. (Include any alpha characters)
7. The terminal will then dial for Authorization.
8. Press *ENTER* for Customer copy of receipt.

IMPORTANT NOTICE

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

*If using an imager the phone # must be on the check.

*Checks must be batched the same day that they are processed.

To Void a Check

1. Press *F3* key>VOID
2. Terminal will Display "Scan Check".
3. Insert the check into the reader.
4. The terminal will prompt to "Enter Amount" and Press *ENTER*. Terminal will Display "Enter State Code." Press *ENTER*.
5. Press *F2* Key>VOID
Terminal will Display "Dialing, Please Wait..."
6. Terminal will Display Auth #.
Press *F4* Key>Print Customer Receipt.

STATE CODES

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

For Customer Support and Technical Assistance dial:
1-888-801-5444

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Batching and Image Upload

<u>How to Batch</u>	<u>Image Upload</u> (check imager only)
1. Press the <i>F</i> Key for < Check.	1. Press the <i>F</i> Key for < Check.
2. Press the purple "More" key.	2. Press the purple "More" key.
3. Press <i>F2</i> >BATCH MENU.	3. Press <i>F1</i> >SCANNER MENU.
4. Press <i>F2</i> >CLOSE BATCH.	4. Press <i>F4</i> >UPLOAD IMAGES.
5. The terminal will prompt for the Manager Password.	5. The terminal will then display the image count.
6. Press <i>1</i> and then <i>ENTER</i> .	6. Press <i>F3</i> >UPLOAD IMAGES.
7. The terminal will then prompt you to confirm.	7. The display will read "Please Wait...Connecting"
8. Press <i>F3</i> >CLOSE BATCH.	8. The terminal will then display the image upload status, along with the number of images uploaded. It will then return to the Scanner Menu.
9. The terminal will then dial to close the check batch.	9. Press the purple "More" key to return to the Main Menu.
10. The terminal will then print a confirmation of the settlement.	
11. Press <i>F4</i> >EXIT.	
12. Press the * key to return to the Main Menu.	

CHECK READER MESSAGES

MANAGER NEEDED-RE-PRESENTED CHECK: This means the check was already seen by the system or has been processed. Merchant needs to override the transaction for a receipt to print.

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: This message indicates that Financial Institution does not participate in the Federal Reserve/ACH network OR the reader was unable to read the check number. The check has been verified by the system IF you receive an authorization number. However, the merchant Must deposit the check in their bank.

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: The 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#.

CHECKS NOT ACCEPTED FOR ELECTRONIC PROCESSING

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|---|-------------------|---------------------|
| *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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