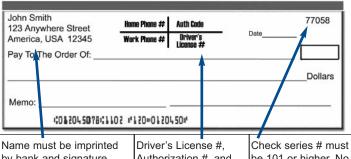
Verifone Omni 3740, 3750, VX 570 **Terminal Guide**

Check Transaction Procedure



by bank and signature must match. No P.O. box (write physical address if necessary.)

Authorization #. and home phone # must be written on check.

be 101 or higher. No counter checks accepted.

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 | | |
| 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 | 99 |
| 09 CT | 17 IL | 23 ME | 33 NH | 41 OR | 50 VT | 63 MB | | Military ID |
| 10 DEL | 18 IN | 26 MI | 34 NJ | 42 PA | 51 VA | 64 NB | | , |

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

Verifone

Omni 3740, 3750, VX 570

Terminal Guide

Batching and Image Upload

How to Batch

- Press the F Key for < Check.
- 2. Press the purple "More" key.
- Press F2 >BATCH MENU.
- Press F2 >CLOSE BATCH.
- The terminal will prompt for the Manager Password.
- 6. Press 1 and then ENTER.
- The terminal will then prompt you to confirm.
- Press F3 >CLOSE BATCH.
- The terminal will then dial to close the check batch.
- 10. The terminal will then print a confirmation of the settlement.
- 11. Press F4 >EXIT.
- 12. Press the * key to return to the Main Menu.

Image Upload

(check imager only)

- 1. Press the F Key for < Check.
- Press the purple "More" key.
- 3. Press F1 >SCANNER MENU.
- Press F4 >UPLOAD IMAGES.
- The terminal will then display the image count.
- 6. Press F3 >UPLOAD IMAGES.
- 7. The display will read " Please Wait...Connecting"
- 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.
- Press the purple "More" 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 quaranteed.

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

*Temporary Checks Cashier's Checks *Credit card checks

* Money Orders

*Third Party Checks *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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