

**Hypercom T4100
Retail**



800-327-3483

Sale

| Terminal Display | Action |
|---------------------|---------------------------------------|
| SWIPE CUSTOMER CARD | Swipe credit card through card reader |
| AMOUNT \$0.00 | Key in amount of sale, press ENTER |
| APPROVAL 123456 | Receipt is printed with approval code |

Void Item

| Terminal Display | Action |
|--|--|
| <i>Can only be done same day in open batch</i> | |
| SWIPE CUSTOMER CARD | Press VOID key |
| ENTER INVOICE NUMBER | Key in invoice # from receipt, press ENTER |
| CORRECT Y or N | If information is correct, press ENTER |
| APPROVAL 123456 | Receipt is printed |

Refund

| Terminal Display | Action |
|---------------------|---------------------------------------|
| SWIPE CUSTOMER CARD | Press REFUND |
| SWIPE CUSTOMER CARD | Swipe credit card through card reader |
| AMOUNT \$0.00 | Enter amount of refund, ENTER |
| APPROVAL 123456 | Receipt is printed with approval code |

Close/Settle Batch

| |
|---|
| Press reports, then AUDIT, then ALL HOSTS |
| Press SETTLE, password (0000), then ENTER |
| Confirm sales total with YES, then confirm refund total with YES |
| Terminal will dial out and settle batch, then print settlement report |

Reprint Last Receipt/Ticket

| Terminal Display | Action |
|---------------------|----------------------------------|
| SWIPE CUSTOMER CARD | Press REPRINT key |
| LAST or INVOICE | Choose with small button on left |
| if LAST was chosen | Choose customer or merchant copy |

Call Center Procedures

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| If call center message is given by terminal |
| Imprint the credit card on a sales slip. |
| Call 800-228-1122, press 1 for an authorization/approval code |
| Write code on sales slip and then complete with an OFFLINE transaction |

OFFLINE/FORCE SALE

| Terminal Display | Action |
|--|----------------------------------|
| SWIPE CUSTOMER CARD | Press OFFLINE key and swipe card |
| AMOUNT | Key in amount needed |
| ENTER APPROVAL CODE | Key in 6 digit approval code |
| use approval code obtained from call center procedures | |

Any card that will not read when swiped, should be imprinted on a sales slip.
This will allow you protection from chargebacks.

Merchant # _____

Customer Service 800-327-3483
Supplies and Technical Support

