

QUICK REFERENCE GUIDE

Hypercom Optimum



This Quick Reference Guide will guide you through understanding your terminal's functionality and navigation, and will help you with troubleshooting.

CHASE ™
Paymentech

INDUSTRY
Lodging

APPLICATION
Chase Paymentech's PTS32L

TERMINALS
Hypercom's Optimum Series

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Credit Transactions	To initiate
Check-In Perform this transaction to create a folio for the guest and authorize, but not yet charge, a specific amount on a credit card; the card may or may not be present.	Select Check-In .
Check-Out Perform this transaction to close the guest's folio and charge the original card, or authorize and charge a different credit, debit or gift card.	Select Check-Out .
Re-Auth A re-authorization must be performed if the guest's charges exceed the amount originally authorized on the card, but the guest is not yet checking out.	Select Re-Auth .
Re-Check-In Perform this transaction to re-open a previously closed folio.	Press [FUNCTION] , [16] and [ENTER] .
Update An update should be performed to modify the check-in date, check-out date, folio number or room number of a guest's folio.	Press [ENTER] . Select Transaction, Lodging and Update .
Credit Sale A sale transaction using a credit card; the card may or may not be present.	Select Sale .
Auth Only An authorization-only transaction provides an approval, but does not charge the consumer until the transaction has been added to the batch by way of a force transaction.	Press [FUNCTION] , [9] and [ENTER] .
Force Sale Perform a force sale when the terminal cannot reach the host (Chase Paymentech) to authorize a transaction, or to finalize an Auth Only transaction. Contact your voice authorization center for an authorization code, and then perform the transaction.	Press [ENTER] . Select Transaction and Force .
Force Check-In/Check-Out Perform a force check-in or check-out when the terminal cannot reach the host (Chase Paymentech) to authorize a transaction, or to finalize an Auth Only transaction. Contact your voice authorization center for an authorization code, and then perform the transaction.	Press [ENTER] . Select Transaction, Lodging and Force CKIN or Forc CKOUT .
Refund Perform a refund to return money to a cardholder's account from a credit sale completed in a closed batch (i.e., previous day). May also be used to adjust a previous transaction.	Press [ENTER] . Select Transaction and Refund .

Available Transaction Types

Your terminal supports various transaction types.

Refer to this section for information on what transactions are available, when to use them, and how to begin the transaction.

Available Transaction Types

Continued

Your terminal supports various transaction types.

Refer to this section for information on what transactions are available and when to use them.

Clerk and Cashier Setup

Clerk/cashier setup allows you to manage IDs.

Access the feature by pressing **[FUNCTION]**, **[78]** and **[ENTER]**.

Credit Transactions	To initiate
Void Perform a void to reverse a check-in, check-out, credit sale, force, or refund transaction and prevent any funds from transferring from the cardholder's account. Only available for transactions in the current batch (i.e., same day).	Select Void .

Debit Transactions	To initiate
Debit Sale A sale transaction using a debit card and PIN; the card must be present.	Select Sale .
Debit Refund Perform a debit refund to return money to a cardholder's account; the card must be present. May not be available for all card issuers.	Select Refund .

ADD/REMOVE

Used to log on clerks/cashiers as their shifts begin, and log them off at the end of their shift.

ID TABLE REPORT

Prints a report of clerks/cashiers currently signed on.

CLEAR

Clears the ID table of all signed-on clerks/cashiers.

Available Reports

A report is like a snapshot in time of business activities. Use this data to help you make crucial business decisions.

Press the **[REPORTS]** hot key to launch the Reports menu.

Reports: Main Menu

Audit Report Prints detail information for each transaction and a totals summary for each card type and transaction type.

Summary Report Prints totals by card type and transaction type.

Clerk/Cashier Report Launches Clerk/Cashier Reports menu options. (See **Reports: Clerk/Cashier Reports Menu.**)

Reprint Reprints a receipt from the batch.

Antq Auth Prints an authorization report from a previous date.

Settlement Report Prints settlement status and transaction totals.

Shift Report Prints detail information for each transaction and a summary report for each shift, if enabled.

Performance Report Prints a summary of transaction counts and communications statistics.

History Report Prints a summary of transaction totals from a set number of days (5, 10, 15, 30).

HCS Batch Inquiry Report Prints the status of the current batch as reported by the host (Chase Paymentech).

GC Cash Out Report Prints a list of cashed-out gift card redemptions by clerk/cashier.

GC Audit Prints a list of gift card transaction details by transaction type.

GC Summary Prints a list of gift card transactions and totals.

GC Clerk Prints a list of gift card transaction details by clerk/cashier.

Reports: Clerk/Cashier Reports Menu

Detail Report Prints detail information on all transactions performed by all clerks/cashiers, or a specific clerk/cashier.

Summary Report Prints totals by card type and transaction type performed by all clerks/cashiers, or a specific clerk/cashier.

ID Table Report Prints a list of all clerks/cashiers currently signed on.

Gift Card Transaction Types (Opt.)

If you are participating in Chase Paymentech's proprietary Gift Card program, your terminal supports various gift card transaction types.

Refer to this section for information on what gift card transactions are available and when to use them.

Access the Gift Card menu by pressing **[FUNCTION]**, **[74]** and **[ENTER]**.

Gift Card Transactions (Optional)	To initiate
<p>Issuance/Add Value Adds value to the gift card account. This transaction can be used to issue and activate a new card, or to reload an active card with incremental value.</p>	<p>Select Issue/Add Value.</p>
<p>Activation Create a consumer's gift card account by assigning value to a card. One or more gift cards can be activated at one time. Activations can only be performed on cards that have not been previously activated.</p>	<p>Select Activation.</p>
<p>Redemption Decreases the value stored on the consumer's gift card account. This transaction is performed when a consumer uses the card to purchase goods or services.</p>	<p>Select Redemption.</p>
<p>Balance Inquiry Print a receipt that displays the customer's available gift card balance (without changing it).</p>	<p>Scroll to and select Balance Inquiry.</p>
<p>Force Perform a force redemption, activation or issuance with a valid approval code from the voice authorization center when connectivity to the host is available.</p>	<p>Scroll to and select Force Redemption, Issuance or Activation.</p>
<p>Deactivate When enabled, change the status of a card from active to inactive. Inactive cards may not be used for redemptions.</p>	<p>Scroll to and select Deactivate.</p>
<p>Reactivate When enabled, this transaction allows the merchant to change the status of a card from inactive to active. This transaction can only be used to activate "deactivated" cards.</p>	<p>Scroll to and select Reactivate.</p>

HOT KEYS

The terminal has six hot keys to the left and right of the display; these are used to scroll and make selections. The four hot keys below the display are :

[HOME] - Exits the PTS32L application and returns to the Terminal Applications menu.

[SETTLE] - Initiates a batch settlement.

[REPORTS] - Opens the Reports menu.

[FUNCTION] - Initiate 1- or 2-digit numbered terminal functions.

BEGIN A TRANSACTION

Use the hot keys at the main menu to navigate to the transaction type you wish to perform. If the desired transaction is not available via the main menu, press **[ENTER]** and select **Transaction**.

CLERK/CASHIER MENU

Press **[FUNCTION]**, **[78]** and **[ENTER]** to access the Clerk/Cashier menu.

BATCH REVIEW

Press **[FUNCTION]**, **[1]** and **[ENTER]** to review the current batch.

ABOUT SETTLEMENT

A Settlement operation is used to close the current batch and open a new batch for logging and accumulating transactions.

Your Hypercom terminal uses a Terminal Capture System (TCS), meaning it stores transactions throughout the day and sends batch totals of sales and refunds to the host (Chase Paymentech) after the close of business.

There are two settlement options:

1 - MANUAL SETTLEMENT

If your terminal is set to manually settle, select **Settle** from the main menu and follow the prompts displayed.

2 - AUTO SETTLEMENT

If your terminal is set to automatically settle, it will automatically settle transactions in the current batch at a specific, predetermined time, within a 24-hour period. When configured, auto settlement begins any time after the set time occurs if there are transactions in the batch.

For example, if auto settlement time is set to 22:30:00 (10:30 p.m.) then auto settlement occurs any time after 22:30:00. If the terminal is turned off before the set time, and turned on again (usually the next morning), auto settlement occurs at that time.

Navigating Your Terminal

Refer to this section to find and begin the transaction or function you wish to use.

Settling the Batch

Your transactions must be "settled" daily. Read this section to ensure the settlement process operates smoothly.

Prompt Q&A

While navigating through transactions, you'll find that some prompts aren't as clear as others. This section clarifies those prompts.

Prompt	Description/Action
[CARDTYPE] [Transaction] Take Imprint of Card	Imprint the card using a manual imprint machine and press [ENTER] .
VERIFICATION CODE Not Provided Present Illegible	Press the hot key to the left of the appropriate option. Press [ENTER] or scroll down to select Not Present . Press [CANCEL] to return to the main menu.
[CARDTYPE] [Transaction] CXXX from Card	Key the V-Code from the card and press [ENTER] .
[CARDTYPE] [Transaction] Duplicate Trans Add?	Press [ENTER] if the duplicate transaction should be processed. Press [CLEAR] if the duplicate transaction should be cancelled.
[CARDTYPE] [Transaction] Enter Approval Code	Key in the approval code and press [ENTER] . Note: Terminal will only accept an approval code of six characters. Note: For alpha characters, use the [#] key on most devices.
Extra Charge Code 2: RSTR, 3: GS, 4: MB 5: TEL, 6:OTHER, 7: LDR	Select the appropriate extra charge code and press [ENTER] . 2: Restaurant 3: Gift Shop 4: Mini Bar 5: Telephone 6: Other 7: Laundry

Code	Description	VISA	MC	AMEX	Disc.
X	Match - Address and 9-digit ZIP code	✗	✓	✗	✓
Y	Match - Address and ZIP code (for Discover, address only matches)	✓	✓	✓	✓
A	Partial - Address matches, ZIP code does not (for Discover, both address and ZIP match)	✓	✓	✓	✓
W	Partial - 9-digit ZIP code matches, address does not (for Discover, no data from issuer)	✗	✓	✗	✓
Z	Partial - ZIP code matches, address does not	✓	✓	✓	✓
N	No match - Neither address nor ZIP code match	✓	✓	✓	✓
U	Unavailable - AVS system unavailable or issuer does not support AVS	✓	✓	✓	✓
R	Retry - Issuer's system unavailable or timed out	✓	✓	✓	✗
S	Not supported - AVS not supported by issuer at this time	✓	✓	✓	✗

AVS Response Codes

The Address Verification System (AVS) is a feature that adds fraud protection on card-not-present transactions. The numeric portion of the customer's street address and the ZIP code are compared against the information on file with the card-issuing bank.

Use this chart to interpret domestic AVS Response Codes by card type.

Common Error Codes

In the event that your terminal displays an error, refer to these error codes to troubleshoot your terminal.

If the code you are experiencing is not shown, retry the transaction, or if possible, manually enter the account number.

If the error persists, contact your Help Desk for support.

Error Code	Description	Action
Error No Batch Totals	Cannot perform requested function - batch is empty	No action.
Invalid Card	The four digits keyed do not match the account number from the card's magnetic stripe.	Re-key the last four digits of the card number. If the problem persists, ask for another form of payment, as the card may be fraudulent.
Please Try Again - CE	Communications error.	Check the line or network, then retry the transaction.
Expired Card	The card's expiration date has passed.	Ask for another form of payment.
Settlement Required	The terminal has reached batch transaction capacity.	Perform Batch Settlement.
Paper Out	The terminal is out of paper.	Reload paper.
Unsupported Card	The terminal is not configured for the card type.	Request an alternate form of payment.

