



Decline Codes Glossary

Hold	Lost or stolen card; retain the card if you can
Declined	Issuing bank declines authorization; do not run the transaction again
Call Center	Follow instructions for Voice Authorization on reverse side
Call Center 08	Request personal identification from customer before accepting card
Exceeds Limit	Transaction exceeds withdrawal amount or frequency limit
Invalid Amount	Authorization must be for at least \$1
Invalid Card	Card number entered is invalid or magnetic strip is damaged
Invalid Tran	Incorrect transaction attempted
Restricted Card	Card not eligible for transaction
Issuer Not Avail	Card network is down, see Store & Forward Guide

omni 3750

Merchant ID

Sales Representative

Phone Number



PINNACLE PROCESSING GROUP, INC.

24/7 Local Support
206-365-3931

Toll-Free 877-850-7309



Quick Reference Guide




omni 3750






PINNACLE PROCESSING GROUP, INC.

Credit Card Purchase




- Soft Pay Sale **F1** **F2** Select **F1** for sales
- Swipe or Enter or Insert Account #: **F3** **F4** Swipe card with magnetic stripe down and to the left
- Choose Card: Credit Debit **F1** **F2** Select **F1** for credit card purchases
- Amount: \$ 0.00 **F3** **F4** Enter the amount without a decimal point, e.g. enter \$4.10 as "410" 
- Print Cust Copy? Yes No **F1** **F2** Press **F1** if you wish to print a customer receipt

Void Transaction

Transactions that have batched cannot be voided; they must be returned (see next section)

- Phone Order Check **F3** **F4** Press  (located below ) until Void appears
- Void Refund **F1** **F2** Press **F1** to void a transaction
- Void Last Trans? Yes No **F1** **F2** Press **F1** to void the last transaction, or **F2** to void a different transaction
- Retrieve By: Inv# Acct# **F1** **F2** Enter **F1** to retrieve a sale by invoice number
- Invoice Number: **F3** **F4** Enter invoice number from the original receipt 
- Void Last Trans? Yes No **F1** **F2** Select **F1** to void this transaction
- Print Cust Copy? Yes No **F1** **F2** Press **F1** if you wish to print a customer receipt

Return Credit Card Purchase

- Phone Order Check **F3** **F4** Press  (located below ) until Refund appears
- Void Refund **F1** **F2** Press **F2** to refund a customer
- Swipe or Enter or Insert Account #: **F3** **F4** Swipe card with magnetic stripe down and to the left
- Choose Card: Credit Debit **F1** **F2** Select **F1** for a credit card refund
- Amount: \$ 0.00 **F3** **F4** Enter the amount without a decimal point 
- Print Cust Copy? Yes No **F1** **F2** Press **F1** if you wish to print a customer receipt

Voice Authorization





Call Center **F1** **F2** When this screen is displayed, request a voice authorization

Call the center which corresponds to the card type to obtain an authorization. The bank number you will be asked for is 089900





800-347-1111 800-944-1111 800-528-2121




Forced Credit Card Purchase

- Off Line Server Setup **F1** **F2** Select **F1** for Off Line after scrolling with  below 
- Swipe or Enter or Insert Account #: **F3** **F4** Swipe card with magnetic stripe down and to the left
- Choose Card: Credit Debit **F1** **F2** Select **F1** for credit card purchases
- Amount: \$ 0.00 **F3** **F4** Key in the amount without a decimal point 
- Total: \$ 20.50 Appr. Code: **F3** **F4** Enter the authorization code you received 

Review Current Batch Total

- Phone Order Check **F3** **F4** Press  (located below ) until Batch Totals appears
- Batch Totals Batch Review **F1** **F2** Press **F1** to access the Batch Totals menu
- Batch Totals Slct Exit **F1** **F2** Press **F3** to review the current batch totals

Close Current Batch

- Phone Order Check **F3** **F4** Press  (located below ) until Settlement appears
- Settlement Auth Only **F3** **F4** Press **F3** for Settlement; the batch totals will be displayed
- Total \$ 312.50 Enter to Confirm **F1** **F2** Press  to start the batch process

More Information Online

Order retail supplies for your terminal
Print copies of this Quick Reference Guide
Find answers to questions about your account
www.pinnacleprocessinggroup.com

Notes

