



omni 3750



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



PINNACLE PROCESSING GROUP, INC.

24/7 Local Support
206-365-3931

Toll-Free 877-850-7309

Restaurant Guide



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Credit Card Purchase

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

Void Transaction

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

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

Return Credit Card Purchase

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

Voice Authorization

- Call Center 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 Select for Off Line after scrolling with below
- Swipe or Enter or Insert Account #: Swipe card with magnetic stripe down and to the left
- Choose Card: Credit Select for credit card purchases
Debit
- Amount: \$ 0.00 Key in the amount without a decimal point
- Total: \$ 20.50 Enter the authorization code you received

Adjust Tips

- Phone Order Check Press TIP (second from the left) to adjust tips
- Tip Adjust Retrieve By: Acct Select to retrieve a sale by invoice number
Inv#
- Invoice Number: Enter invoice number from the original receipt
- Tip Adjust VISA Adj Select adjust the tip for this transaction
Prev
- Tip Amount: 0.00 Key in the new tip amount without decimal point

Review Current Batch Total

- Phone Order Check Press (located below) until Batch Totals appears
- Batch Totals Batch Review Press to access the Batch Totals menu
- Batch Totals Sict Press to review the current batch totals
Exit

Close Current Batch

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

More Information Online

Order retail supplies for your terminal
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www.pinnacleprocessinggroup.com

