CHASE Paymentech

Terminal Guide

NBS 5500, 5600 and 5700
Retail & Restaurant

CHASE Paymentech™

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

Contents

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.

Credit, Debit and Chip Card Transactions	To initiate
Sale A sale transaction using a credit or debit card using the magnetic stripe, the chip or the account number if the card is not present (i.e., phone order).	Press **[F1]** from the idle screen.
Force Perform a force sale when the terminal cannot reach the host (Chase Paymentech) to authorize a transaction. Contact your voice authorization center for an authorization code, then force the transaction.	Press **[OK]**, then press **[▼]** to scroll to **Force** and press **[OK]**.
Auth Only An authorization only transaction provides an approval, but does not charge the consumer until the transaction has been finalized with a pre-auth completion.	Press **[OK]**, then press **[▼]** to scroll to **Auth Only** and press **[OK]**.
Void Perform a void to reverse a credit or debit transaction and prevent any funds from transferring from the cardholder's account. Only available for transactions in the current batch (i.e., same day).	Press **[F4]** from the idle screen.
Refund Perform a refund to return money to a cardholder's account from a credit or debit sale completed in a closed batch (i.e., previous day). May also be used to adjust a previous transaction.	Press **[OK]** twice to select **Refund**.
Incremental Auth Perform an incremental auth to increase the authorized amount of an auth only transaction. * Not available when tip processing is enabled.	Press **[OK]**, then press **[▼]** to scroll to **Incremental Auth** and press **[OK]**.
Pre-Auth Completion Perform a pre-auth completion to finalize an auth only transaction. The consumer's card will be charged and the transaction will settle in that day's batch.	Press **[OK]**, then press **[▼]** to scroll to **Pre-Auth Compl.** and press **[OK]**.

Gift Card Transactions (Optional)	To initiate
Issuance/Add Value Adds value to the stored value card account. This transaction can be used to issue and activate a new card, or to reload an active card with incremental value.	Press **[F3]**. Press **[▼]** to scroll to **Issuance**, and press **[OK]**.
Activation Create a consumer's gift card account by assigning value to a card. One or more stored value cards can be activated at one time. Activations can only be performed on cards that have not been previously activated.	Press **[F3]**. Press **[▼]** to scroll to **Activation**, and press **[OK]**.
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.	Press **[F3]**, then press **[OK]** to select **Redemption**.
Void Remove a stored value card transaction from the terminal's open batch. The void will communicate to the stored value host that the transaction is being reversed.	Press **[F3]**. Press **[▼]** to scroll to **Void**, and press **[OK]**.
Balance Inquiry Print a receipt that displays the customer's available stored value card balance (without changing it).	Press **[F3]**. Press **[▼]** to scroll to **Balance Inquiry**, and press **[OK]**.
Force Perform a force redemption, activation or issuance when the terminal cannot reach the stored value host.	Press **[F3]**. Press **[▼]** to scroll to **Force**, and press **[OK]**.
Add Tip A stored value card redemption transaction for the amount of the tip, if tip processing is enabled.	Press **[F3]**. Press **[▼]** to scroll to **Add Tip**, and press **[OK]**.

Gift Card Transaction Types (Opt.)

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

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

ADD USER
Adds new users (operators/supervisors) to your terminal. You will be prompted to create an ID and a password for each new user.

REMOVE USER
Removes a single user from the terminal.

CHANGE PASSWORD
Allows a password to be changed for operators and supervisors.

USER LIST
Prints user ID, name and the operator or supervisor level.

User Setup

Accessible through the main menu, the user setup allows you to manage IDs and passwords.

Available Reports

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

Reports: Main Menu

Batch Totals Report Prints totals by card type.

Batch Detail Report Prints detail information for each transaction by card type.

User Reports Launches User Reports Menu options. (See **Reports: User Reports Menu**.)

Terminal Reports Launches Terminal Reports menu options. These reports are used by your Help Desk Associate to troubleshoot your terminal.

Batch Inquiry Contacts the host (Chase Paymentech) for batch totals and prints a report.

Outstanding Transactions Prints detail information on all outstanding store and forward, and pre-authorized transactions.

Reports: User Reports Menu

Day/Operator Totals Report Prints totals for all users, or a specific user.

Day/Operator Detail Report Prints detail information on all transactions performed by all users, or a specific user.

Outstanding Transactions Prints detail information on all outstanding store and forward, and pre-authorized transactions performed by all users, or a specific user.

BEGIN A SALE
To begin a sale transaction, press **[F1]** from the idle screen. Your terminal will guide you through the process.

BEGIN OTHER TRANSACTIONS

Press the **[F1]** or **[F4]** keys at the main menu, or press **[OK]**, to navigate to the transaction type you wish to perform.

REPRINT A RECEIPT
The Reprint function is accessible through the Terminal Manager menu by pressing the **[F]** key. You will be prompted to select last receipt, or enter criteria to search for another receipt to reprint.

ACCESS USER SETUP
Navigate to the User Management option by pressing the **[F]** key and selecting the **Admin Functions** option.

ACCESS REPORTS
Press **[F]** to access the Terminal Manager menu. Scroll to the desired report or report category, press **[OK]**, and follow the prompts to print your report.

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

Your NBS terminal uses a Host Capture System (HCS), meaning all transaction information is sent to and stored by the host (Chase Paymentech) at the time of sale.

To initiate batch settlement, press **[F2]** to select **Day**.

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
Use/Utilizer <application name/label> F1=Yes/Oui F4=No/Non	Press **[F1]** to continue with selected application or press **[F4]** to cancel.
Select/Sélect <application name/label 1> <application name/label 2> <......>	Use the **[▼]** key to highlight the desired application and press **[OK]**.
Not Accepted Use Mag Stripe Refusé Util. bande magn.	Displays if chip card is not accepted. Swipe the chip card.
Enter V-Code From Card	Enter V-Code and press **[OK]**, or press **[OK]** to bypass.
V-Code Bypass Reason 1 - Illegible 2 - Not Available 3 - Not Entered	Displays if V-Code prompt is bypassed. Use the **[▼]** key to highlight the desired reason and press **[OK]**.
Terminal fee $99.99 OK?	Press **[OK]** to confirm terminal fee.
Sale $99999.99 [Terminal Fee $99.99] [Cashback 99999.99] [Tip $99999.99]	Press **[OK]** to confirm.
SELECT ACCOUNT F1=CHQ F4=SAV	Press **[F1]** to select **Chequing** or press **[F4]** to select **Savings**.
Enter PIN and OK ****	The customer is to enter the PIN and press **[OK]**.
Enter Auth Code	Displays during a Force transaction. Key in the authorization code you received from the Voice Authorization Center, and press **[OK]**.

Code	Description	VISA	MC	AmEx	Disc.
X	Match - Address and 6-digit postal code	✖	✓	✖	✓
Y	Match - Address and postal code (for Discover, address only matches)	✓	✓	✓	✓
A	Partial - Address matches, postal code does not (for Discover, both address and postal match)	✓	✓	✓	✓
W	Partial - 6-digit postal code matches, address does not (for Discover, no data from issuer)	✖	✓	✖	✓
Z	Partial - Postal code matches, address does not	✓	✓	✓	✓
N	No match - Neither address nor postal 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 postal code is 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. To reduce chargeback risks and manage your processing costs, avoid keying transactions when the card is present. Instead, ask for another method of payment.

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

Error Code	Description	Action
Do Day Start First	Business day hasn't been started yet on the terminal.	Press **[F2]** from the idle screen to start a business day.
PIN ERROR - RETRY	Prompt for cardholder to re-enter PIN.	Re-enter PIN - maximum 3 attempts. Then, try another card.
Tip Already Added	A tip can be added to a redemption only once.	(No action.)
Batch Almost Full! Do Batch Close Soon	The number of transactions in the current batch is approaching the limit.	Press **[F2]** from the idle screen to close a business day.
Batch Full! Do Batch Close Now	Number of transactions in the current batch has reached its limit.	Press **[F2]** from the idle screen to close a business day.
Battery Low! Charge Battery Soon	The terminal's battery charge is low.	Place terminal on base to charge battery.

Error Code	Description	Action
Not Accepted, Use Mag Stripe	A chip card is inserted, but no application on the chip can be accepted.	Swipe chip card.
Card Error, Use Mag Stripe	Displayed when a chip card is not inserted properly or the card is faulty.	Retry the chip transaction if card was not inserted properly. Then, swipe chip card.
Card Removed Too Soon, Try Again	During a chip transaction, the card should not be removed before the transaction is completed.	Retry the chip transaction.
Processing Error, Not Completed, Remove Card	Displayed when a processing error happened where a fallback is not allowed. The chip card cannot be processed.	Remove card. Use another card. If the problem happens to more than one card, try the following: Reboot the device. If the problem is persistent, contact the Help Desk.
Insert Card In Chip Reader Insérer la carte dans lect puce	Will display if a chip card is swiped and not inserted.	Insert the chip card.

Chip Card Error Codes

In the event that your terminal displays a chip-related error, refer to these error codes to troubleshoot your terminal.

If the code you are experiencing is not shown, retry the transaction.

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

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