Quick Reference Guide

RESTAURANT APPLICATION

ACCEPT
CREDIT CARDS
AT ELECTRONIC MERCHANT SYSTEMS INC.
1-800-476-5020 • www.elect-mer.com

Thales® Talento

Quick Reference Guide
RESTAURANT APPLICATION

SALE (card present)

> Swipe card

> Input last 4 digits of account # and press [ENTER], if applicable

> Input server # and press [ENTER]

> Input base $ amount and press [ENTER]

Terminal displays:
TIP OPTIONS
%   0 $

> Select 0 or press [ENTER] for a blank Tip Line on the receipt, if applicable

> Confirm $ amount by pressing [ENTER]

> Transaction is sent for authorization

> Once transaction is approved, provide Merchant Copy for customer to sign

> Press [ENTER] to print Customer Copy

TIP ADJUSTMENT (add Tips)

> Press [TIP ADJST]

Terminal displays:
ADJUST TIP BY:
REF#   SERV#   ALL

> Select REF #

> Input REF# and press [ENTER]

Terminal displays:
R#XXX $X XX
VIEW   EDIT   NEXT

> Select [EDIT]

> Input amount of Tip, and press [ENTER]

> Select [NEXT] to adjust next transaction, or press [CANCEL] twice to return to the main menu

SERVER REPORTS

> Press [SERVER/CLRK]

> Select appropriate report option and follow prompts, if applicable

MANUAL SALE (card not present)

> Select [SALE]

> Enter account # and press [ENTER]

> Input expiration date (MMYY) and press [ENTER]

Terminal displays:
MAIL/PHONE ORDER?

> Select [YES]

> Enter Order/Invoice # and press [ENTER]

> Input customer's address (# only) and zip code, then press [ENTER]

> Input Card Verification Value (CVV) and press [ENTER], if applicable

> Input $ amount and press [ENTER]

> Confirm $ amount by pressing [ENTER]

> Transaction is sent for authorization

> Once transaction is approved, provide Merchant Copy for customer to sign

> Provide Customer Copy to customer, if applicable

SETTLEMENT

> Press [CLOSE]

Terminal displays:
ARE YOU SURE?

> Select [YES]

> Batch is submitted for settlement

> Once settlement is completed, settlement report prints with GB### successful response

PRINT REPORTS

> Press [TERM RPT]

> Total & Detail report prints

REPRINT RECIEPT

> Press [REPRINT]

Terminal displays:
REF #   LAST   FIND

> Select appropriate option and follow prompts

FORCE

> Press [➡]
> Select [FORCE]
> Swipe card or enter account # and press [ENTER]
> Input expiration date (MMYY) and press [ENTER], if applicable

  Terminal displays:
   MAIL/PHONE ORDER?

> Select [YES]
> Enter Order/Invoice # and press [ENTER]
> Input $ amount and press [ENTER]
> Confirm $ amount by pressing [ENTER]
> Input Approval Code and press [ENTER]
> Provide Merchant Copy for signature
> Provide Customer Copy to customer, if applicable

RETURN/REFUND

> Select [RETURN]
> Input password and press [ENTER], if applicable
> Swipe card or input account # and exp. date and press [ENTER]
> Input last 4 digits of account # and press [ENTER], if applicable
> Input Server # and press [ENTER]
> Input $ amount and press [ENTER]
> Confirm $ amount by pressing [ENTER]
> Provide Merchant Copy to customer to sign, and Customer Copy to customer, if applicable

VOID

> Select [VOID]
> Swipe card or input account # and press [ENTER], if applicable
> Enter REF# and press [ENTER]

  Terminal displays:
   VOID $X.XX
   CANCEL=NO   ENTER=YES

> Select appropriate option [ENTER/CANCEL]
> Present Merchant Copy for signature
> Press [ENTER] to print Customer Copy

Loading a new roll of paper

> Carefully remove any remnants of the "old roll" from the printer
> Peel back 6 inches from the new roll and trim off a straight, flat edge with scissors
> Insert the leading edge of the new roll into the slot in the back of the terminal with the leading edge coming from underneath the roll
> A sensor inside the terminal will detect the paper and automatically pull it into position

  There is no paper feed button!

To receive the lowestrates, swipe all cards through the card reader and keep the terminal connected to power and a phone line at all times. Adjust TIPS and settle (close) batches daily .

You may also obtain Authorizations over the phone by dialing: (800)525-5093
Phone Authorizations must be followed with a FORCE in order to revieve payment

For all error messages, technical assistance, supplies or any questions related to your merchant account, please contact Customer Service: (800)476-5020

Accept Credit Cards Online Reporting

The Online Window To Your Payment Processing Account

Accept Credit Cards website, with online reporting, is your one-stop destination for online customer service. It contains everything your need to manage your electronic payment activity:

My Account

Manage your account online. View statements, view or update your profile, get information on new products, services and equipment.

My Reports

Provides you with timely and secure accounting information such as deposit summaries, transaction activity, chargeback and retrieval status and more.

Support

Find resource information about transaction processing, industry mandates, product support and practical tips to help improve your bottom line.

Getting Started Is:

Fast, Easy, Secure and Free!

Go to www.elect-mer.com