Quick Reference Guide

RETAIL APPLICATION

Customer Service
(800)476-5020

Thales® Talento

Quick Reference Guide
RETAIL APPLICATION

SALE (card present)

> Swipe card

> Input last 4 digits of account # 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

> Press [ENTER] to print Customer Copy

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

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 $ amount and press [ENTER]

> Confirm $ amount by pressing [ENTER]

> Provide Merchant Copy to customer to sign, and Customer Copy to customer, 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

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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

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!

Update the Date & Time

> Press [FN]

> Input password and press [ENTER], if applicable

> Press [⬅]

> Select [TERM SETUP]

> Select [CLOCK SET]

> Enter the current date MM/DD/YY

> Enter the current time in 24hr format HH:MM; e.g. 1:30pm = 13:30, press [ENTER]

> Select [TERM SETUP]

To receive the *lowest* rates, swipe all cards through the card reader *and* keep the terminal connected to power and a phone line at all times so that it can automatically settle 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**