Secure Payment Systems
THALES TALENTO ECHECK INSTRUCTIONS

1. **Press the # 4 button to scroll through the payment options:**

    a. **Check Sale**   (for requesting check authorization)
    b. **Check Void**   (for eliminating the electronic debit if done prior to the batch closing)
    c. **Check Force**   (for use after obtaining voice authorization after a Call Center response)

    Pressing the ⟶ button allows you to view three more options:

    d. **Check Resend**   (for use to reprint a prior merchant / customer electronic check receipt)
    e. **Summary Report**   (for printing summary data relating to the current open batch)
    f. **Detail Report**   (for printing detail transaction data relating to the current open batch)

2. **TO RUN A TRANSACTION: Press the blue button under "CHECK SALE" to see displayed:**

    i. 1 – ELECTRONIC CHECK   2 – PAPER CHECK

    1. Press 1 if you want for electronic deposit (and you intend to hand the check back)

    2. Press 2 if you intend to accept the check for manual bank deposit (i.e. a business check or a check that you already ran thru that received a "**Rerun As Paper**" response).

    ii. ENTER CHECK   Slide the check thru the RDM imager

    1. If a good read then the terminal will proceed to (c) below:

    2. If a bad read then you can try again or if unable to get a good read you must escape and start over by choosing "**Paper**" at step (2i.) above and then manually enter the routing number at the Swipe / Enter Check prompt. **To begin manual entry you must first press the CANCEL button at the ENTER CHECK prompt**. The terminal will then display:

        a. **ENTER ABA #** … when finished press enter

        b. **ENTER ACCOUNT#** … when finished press enter

    iii. ENTER CHECK #   Please type the upper right hand corner check # then press enter

    iv. ENTER CHECK $ AMOUNT Please type the amount and then press enter

    v. AMOUNT OK? (Terminal displays entered $ amount) press **"CANCEL" if NO or "ENTER" if YES**

    vi. SWIPE LICENSE/ ENTER LICENSE   (if not prompted the terminal display will proceed to vii. below)

        a. Please swipe the magnetic strip license

            1. If a good swipe the terminal proceeds to (e) below

            2. If a bad swipe or no magnetic strip then:

        b. You may begin manual entry of the customer's driver's license number as exactly seen on the license. If letters are required you must press the button that the letter appears on (for example the letter B is on the 2 button) and then press the arrow button (below the middle blue button) to convert the number into your desired letter. Once the letter is correctly displayed you may enter the next number/letter in the license. When finished press Enter to see:

            1. **Enter State Code** Please type the 2 digit state code then press enter

            2. **Enter Birthdate**: **mmddyyyy**   Example: April 4, 1956 is entered as 04041956 then once done press enter

    vii. ENTER PHONE #   Type in the customer's home area code & phone # then press enter

    viii. TERMINAL PREPRINTS HEADER & BEGINS DIALING SEQUENCE

    ix. If the terminal displays: "**OKAY NNNN**" the terminal will finish printing the authorization receipt which the customer must sign to complete the transaction. The terminal will display:

State Codes

Code	State
41	Alabama
42	Alaska
43	Arizona
45	Arkansas
46	California
47	Colorado
48	Connecticut
91	Wash DC
77	Delaware
49	Florida
50	Georgia
51	Hawaii
52	Idaho
53	Illinois
54	Indiana
56	Iowa
57	Kansas
58	Kentucky
59	Louisiana
60	Maine
61	Maryland
62	Massachusetts
63	Michigan
64	Minnesota
65	Mississippi
67	Missouri
68	Montana
69	Nebraska
70	Nevada
71	New Hamp
66	New Jersey
72	New Mexico
55	New York
73	N Carolina
74	N Dakota
75	Ohio
76	Oklahoma
78	Oregon
44	Pennsylvania
79	Rhode Island
80	S Carolina
81	S Dakota
82	Tennessee
83	Texas
84	Utah
85	Vermont
86	Virginia
87	Washington
88	W Virginia
89	Wisconsin
90	Wyoming
92	Amer Samoa
93	Military ID
94	Guam
95	Puerto Rico
96	Virgin Islands
28	Alberta
29	Brit Columbia
30	Manitoba
31	New Bruns
32	Newfoundland
33	NW Terr
34	Nova Scotia
35	Ontario
36	Pr Edward Isl.
37	Quebec
38	Saskatchewan
39	Yukon Terr

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3.   **Is Receipt Signed? 1 = Yes 2 = No**

    i.   If you select 1 = Yes, then the terminal will display:

    Scan receipt - You must slide the signed receipt into the imager so we can have an imaged record of the transaction receipt. The transaction is now complete.

    ii.   If you select 2 = No, then the terminal displays (a) & (b) below:

        a.   **Take Paper Check** (in case the customer refuses to sign)

        If you select this option the terminal will automatically dial the host center to void the electronic check transaction and delete it from the batch. The transaction will be complete at this point as an authorized "paper" transaction.

        b.   **Reprint Receipt** (in case there was a printer problem that you have fixed)

        If you press select this option the terminal will reprint the receipt and loop back to the "Is Receipt Signed" prompt:

4.   If the terminal displays: "**Rerun As Paper**" you must start over and select "2 = Paper" according to 2i2.

5.   If the terminal displays: "**Call Ctr – NN**" (where NN = a two digit number) you must immediately call the SPS voice authorization center for operator approval. **Upon receiving operator approval you must then**:.

    a.   **Force** the authorization into the batch (similar to forcing a credit card transaction), by immediately pressing the blue button under "**CHECK FORCE**" and rerunning the transaction (you cannot wait because the customer needs to sign a printed receipt). When finished the terminal will display the approval number and print the merchant receipt. The terminal will loop back to " **Is Receipt Signed ?**".

6.   If the terminal displays an error response such as: "**MICR / Chk # Error**" or "**DL Error**" or "**DOB Error**" or "**Phone # Error**" or "**State Code Error**" then you will need to rerun the transaction from the beginning.

ADMINISTRATIVE FUNCTIONS

7.   **SPS Batch Close** - Press the Close Button … You will see displayed: "**Are You Sure**" Please press Yes if appropriate. The terminal will dial the host processors and close all open credit/debit/check/gift batches in the terminal, print the batch closing summaries, and conclude by transmitting the stored check images.

8.   **SPS Batch Detail** - Using the ⟶ button from the electronic check main menu display please scroll to the Detail Report option and press the blue button corresponding to your choice. A report will be printed showing all the transactions in the current open batch.

9.   **Automatic Image Transmission –** Images are transmitted automatically at the end of a batch closing.

10.   **Manual Image Transmission** (in case of a failed automatic image transmission – if using an imager)

    a.   Press the Fn (Function) button and when prompted for the Manager Password please type the number 1 and then press enter.

    b.   Use the arrow button to scroll over to "RDM Reader" and press the blue button beneath it.

    c.   Press the blue button below "Upload Images" and press the button below Yes when asked "Are You Sure?" The terminal will begin dialing to transmit the stored images.

11.   **Reprint Button –** Pressing the Reprint button and then selecting **"Reprint Last"** after an electronic check transaction will produce the customer copy of the last electronic check receipt.

12.   **Resend Check –** Pressing the ⟶ button from the electronic check main display menu allows you to access the Resend Check option in order to "reprint" both the merchant and customer electronic check receipts of any previous transaction. Please note that you will be prompted to enter the SPS item # in order to retrieve the receipts.

13.   **Initialize Imager –** At the credit card display press Function 1 enter, then press the ⟶   key twice to locate "**RDM Imager**". Press the blue button below "**Initialize**" to complete the setup.

Note: Paper based transactions (where you select 2 = Paper) are not included in terminal / batch reporting.

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