1. Processing a Check

a. Press the "Check" key on the keypad (The check key is the second orange key in the second row)

    i. Press the "**1**" numeric key from the keypad, for manual bank deposit (Check Auth) (i.e. A business check or a check that was already run and received a "**Rerun as Paper**" response) and press "**Enter**". (The enter key is the same as "Yes" key and is the green key located at the bottom)

    ii. Press the "**2**" numeric key from the keypad if this is a check for electronic deposit (ACH Check) (and the check will be handed back) and press "**Enter**". (Business checks must be deposited as paper and may not be converted)

b. Guarantee Yes or No? (If "Check Auth" then the word ACH will not appear)

    i. If currently subscribing to the SPS guarantee program "**Yes**" must be selected at this prompt in order

    to for claims to be covered. The terminal will not prompt for ACH or non-ACH if subscribing to verification services only.

c. ACH Check Amount? …

    i. Please enter the $ amount and press "**Enter**"

d. ACH Check Drivers License Number (if not prompted then the terminal will proceed to (5) below)

    i. Please swipe the magnetic strip license

- If a good swipe the terminal proceeds to (**e**) below
- If a bad swipe or no magnetic strip then:

    (a) Begin manual entry of the customer's driver's license number as exactly seen on the license. If letters are required, press the "**Shift**" key (The shift key is the first key in the last row) and the desired letter simultaneously. When finished, press "**Enter**" to see:

- State Code – Type the two digit state code and press "**Enter**" (the state code table is located to the left on this page)
- DOB prompt follows the phone # prompt if manual.

e. ACH Check Insert Check

    i. Slide the check thru the imager or check reader

- If a bad read then try again or if unable to get a good read press the "**Cancel**" key (The cancel key is the red key in the last row) and start over when the terminal prompts "**Check Auth**" or "**ACH Check**" at step (1) above and then manually enter the Account number at the "**Enter MICR Number**" prompt. After entering the Account number and pressing "**Enter**", terminal will display:
  - Enter Account # … when finished press "**Enter**"
  - Enter Routing # … when finished press "**Enter**"

f. Enter Check # … Type in check number located in the upper right hand corner of check.

g. Enter phone #…. Type the customer's home phone beginning with area code.

h. Date of birth #…Type the customers date of birth.

i. Terminal Begins Dialing Sequence (Dialing. Connecting, Receiving, Transmitting, etc.)

    i. 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 then prompt to print another receipt for the customer copy.

ABC ◄

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

2. **Miscellaneous Administrative Issues**

   a. Reprint Receipt (in case there was a printer problem)

      i. Press the **"Reprint"** key (The reprint key is the last key in the third row) and enter in the invoice number found on the original copy. If original copy not available, press the **"Reports"** key (The reports key is the first key in the third row) on the terminal, press **"3"** for audit and then press **"Enter"**. (Or call customer service at **(888) 313-7842** and ask for the last 6 digits of the item number of the transaction)

   b. 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 approval you must then:

      i. Force the authorization into the batch (similar to forcing a credit card transaction), by immediately rerunning the transaction just like the original transaction (do not delay, the customer needs to sign a printed receipt)

   c. 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 rerun the transaction from the beginning. If the terminal responds with **"Rerun As Paper"** then rerun the transaction from the beginning and select **"1"** at step #1 above.

3. **Voiding an eCheck transaction**

   a. To void a transaction, press the "**Void**" key and enter the invoice number found on the receipt or audit report. Verify that the amount is correct for the transaction and press "**Enter"**

4. **SPS Batch Close (if using the ACH check conversion service)**

   a. If not on **"Auto Settle"**, press the **"Settle"** key (The settle key is the fifth key in the first row) .At the: **"Enter password"** prompt, enter the password (generally it is four zeros (0000)) then press **"Enter"**

      i. The Terminal will scan the batch and then display totals and ask if they are correct.

      ii. If satisfied with totals press **"Yes"** or **"Enter"**. The terminal will dial the SPS processing center, clear the batch, and print a totals report.

5. **Printing Reports**

   a. **Printing a Summary Report**

      i. Press the **"Reports"** key on the keypad (The Reports key is the first key in the third row)

      ii. Press **"4"** for summary and then press **"Enter"**

   b. **Printing an Audit Report**

      i. Press the **"Reports"** key on the keypad (The Reports key is the first key in the third row)

      ii. Press **"3"** for audit and then press **"Enter"**

      iii. Type in the Host number and press **"Enter"**

   c. **Printing Batch History Report**

      i. Press the **"Reports"** key on the keypad (The Reports key is the first key in the third row)

      ii. Press **"5"** for history and then press **"Enter"**

      iii. Type 03 for SPS and press **"Enter"**

      iv. Type the desired start date in Month, Day, and Year format, and then press **"Enter"**

Cable Requirements:	
Supported check readers;	
Magtek Mini MICR	Cable Part Number: 22517577
Supported imagers;	
Magtek MICR Imager	Cable Part Number: 22410311
RDM EC5000 series	Cable Part Number: 810306-001 A
RDM EC6000 series	Cable Part Number: 810306-001 A

6. **Automatic Image transmission ---** The terminal automatically causes images to be transmitted after the batch is settled. A receipt will be printed denoting the number of images uploaded if successful, or the number of images not uploaded if unsuccessful. Please call the SPS Customer Service line if image uploads are unsuccessful for more than two days in a row.

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

   a. Press **"FUNCTION"** key (The function key is the blue key in the first row) and then type **80** and press **"Enter"**

   b. Terminal will display 1 = SEND   2 = CLR (clear images) 3 = INFO (states number of images in a storage). Select **1** to send images.

Note: **Paper based transactions (where you select non ACH are not included in terminal reporting / batches)**

1. **Activating a gift card**
   a. Press the **"Card Verify"** key, select Gift and press **"Enter"**
   b. Press **"1-ACTIVATE"** and then press **"Enter"**
   c. Swipe the gift card
   d. Enter the reference number printed at the back of the card and press **"Enter"**
   e. Enter the amount of the activation and press **"Enter"**

2. **Making a Sale**
   a. Press the **"Card Verify"** key, select Gift and press **"Enter"**
   b. Press the **"3"** key and press **"Enter"**
   c. Swipe the gift card
   d. Enter the amount of the purchase and press **"Enter"**

3. **Crediting a Sale**
   a. Press the **"Card Verify"** key, select Gift and press **"Enter"**
   b. Press **"4"** to run the transaction as **"Refund"**
   c. Swipe the gift card
   d. Enter the item number found on the receipt and press **"Enter"**
   e. Enter the amount of the refund and press **"Enter"**

4. **Voiding a Sale**
   a. Press the **"Void"** key
   b. Enter the invoice number found on the receipt or audit report
   c. Verify that the amount is correct for the transaction and press **"Enter"**

5. **Balance Inquiry**
   a. Press the **"Balance Inquiry"** key
   b. Press the **"3"** key and press **"Enter"**
   c. Swipe the gift card

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6. **Adding Value to a gift card**
   a. Press the **"Card Verify"** key, select Gift and press **"Enter"**
   b. Press the **"2"** key and press "Enter"
   c. Swipe the gift card
   d. Enter the amount to add to the card balance and press **"Enter"**
7. **Transferring funds from one gift card to another (Balance Transfer)**
   a. Press the **"Card Verify"** key, select Gift and press **"Enter"**
   b. Press the arrow key to go to the next menu
   c. Press the **"6"** key for Balance Transfer
   d. Swipe the gift card from which the balance is to be transferred
   e. Swipe the gift card on which the balance is to be transferred to
8. **Reprint Receipt**
   a. Press the **"Reprint"** key
   b. Enter the invoice number found on the original receipt and press **"Enter"**
9. **Closing a Batch**
   a. If not on **"Auto Settle"**, press the **"Settlement"** key
   b. Enter the password and press **"Enter"** The default password is four zeros (0000)
10. **Printing a Summary Report**
    a. Press the **"Reports"** key, then **"4"** for Summary and press **"Enter"**
11. **Printing an Audit Report**
    a. Press the **"Reports"** key, then **"3"** for Audit and press **"Enter"**
    b. Enter the Host number and press **"Enter"** The gift card host is usually **"03"**
12. **Printing Batch History Report**
    a. Press the **"Reports"** key, then **"5"** for History and press **"Enter"**
    b. Type 03 for SPS and press **"Enter"**
    c. Enter the desired start date in Month, Day, and Year format, and then press **"Enter"**

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1. **Issuing a Loyalty Card**
   a. Press the **"Verify"** key on the keypad **(The verify key is the orange key in the first row)**. Press the **"4"** numeric key from the keypad, if the transaction is intended to run as a Loyalty Card transaction and press **"Enter"**. (**The enter key is the same as "Yes" key and is the green key located at the bottom)**
   b. Press **"2-ISSUE"** to activate the loyalty card and then press **"Enter"**
   c. Swipe the loyalty card through the slot on the right side of the terminal
   d. Type in the full reference number printed at the back of the card and press **"Enter"**
   e. Terminal begins Dialing sequence (Dialing, Processing, etc.) It will give an approval and print a copy of the issue receipt and will prompt to print another receipt for the customer copy.

2. **Accumulation on a Loyalty Card**
   a. Press the **"Verify"** key on the keypad (The Verify key is the orange key in the first row)
   b. Press the **"4"** numeric key from the keypad, if you intend to run the transaction as a Loyalty Card transaction and press **"Enter"**. (The enter key is the same as **"Yes"** key and is the green key located at the bottom)
   c. Press the **"1"** numeric key from the keypad, to run the transaction as a Accumulation and press **"Enter"**
   d. Swipe the card through the slot on the right side of the terminal
   e. Type in the amount of accumulation and press **"Enter"**
   f. Terminal begins Dialing sequence (Dialing, Processing, etc.) It will give an approval and print a copy of the accumulation receipt and will prompt to print another receipt for the customer copy.

3. **Redemption on a Loyalty Card**
   a. Press the **"Verify"** key on the keypad (The verify key is the orange key in the first row)
   b. Press the **"4"** numeric key from the keypad to process the transaction as a loyalty card transaction and press **"Enter"**
   c. Press **"3"** to run the transaction as **"Redeem"**
   d. Swipe the loyalty card through the slot on the right side of the terminal
   e. Type in the level of redemption and press **"Enter"**
   f. Terminal begins Dialing sequence (Dialing, Processing, etc.) It will give an approval and print a copy of the redemption receipt and will prompt to print another receipt for the customer copy

4. **Performing a Balance Inquiry**
   a. Press **"Bal Inq"** on the keypad (The balance inquiry key is the first key in the second row)
   b. Press the arrow key on the keypad (next to the **"no"** key) to go to the next menu
   c. Press **"4"** for balance inquiry about the loyalty card and swipe the card through the slot on the right side of the terminal
   d. Terminal begins Dialing sequence (Dialing, Processing, etc.) It will give an approval and print a copy of the balance inquiry receipt

5. **Transferring a Loyalty Card balance**
   a. Press the **"Verify"** key on the keypad (The verify key is the orange key in the first row)
   b. Press the **"4"** numeric key from the keypad to process the transaction as a loyalty card transaction and press **"Enter"**
   c. Press the arrow key on the keypad (next to the **"no"** key) to go to the next menu
   d. Press **"6"** for balance transfer
   e. Swipe the card from which the balance is to be transferred
   f. Swipe in the card on which the balance is to be transferred
   g. Terminal begins Dialing sequence (Dialing, Processing, etc.) The terminal processes the transaction, transfers the balances, prints a copy of the balance transfer receipt and prompts to print another receipt for the customer copy

6. **Miscellaneous Administrative Issues**
    a. Reprint Receipt (in case there was a printer problem)
        i. Press the **"Reprint"** key (The reprint key is the last key in the third row) and enter in the invoice number found on the original copy. If original copy not available, press the **"Reports"** key (The reports key is the first key in the third row) on the terminal, press **"3"** for audit and then press **"Enter"**.
    b. Void Transaction (in case a transaction is to be cancelled)
        i. On the keypad, press the **"Void"** key (The void key is the third orange key from the top) and type in the invoice number found on the receipt or audit report. Verify that the amount is correct for the transaction and press **"Enter"**

7. **SPS Batch Close**
    a. If not on **"Auto Settle"**, press the **"Settle"** key (The settle key is the fifth key in the first row) .At the: **"Enter password"** prompt, enter the password. (Generally it is four zeros (0000)) then press **"Enter"**.
        i. The Terminal will scan the batch and then display totals and ask if they are correct.
        ii. If satisfied with totals press **"Yes"** or **"Enter"**. The terminal will dial the SPS processing center, clear the batch, and print a totals report.

8. **Printing a Summary Report**
    a. Press the **"Reports"** key on the keypad (The Reports key is the first key in the third row)
    b. Press **"4"** for summary and then press **"Enter"**

9. **Printing an Audit Report**
    a. Press the **"Reports"** key on the keypad (The Reports key is the first key in the third row)
    b. Press **"3"** for audit and then press **"Enter"**
    c. Type in the Host number and press **"Enter"**

10. **Printing Batch History Report**
    a. Press the **"Reports"** key on the keypad (The Reports key is the first key in the third row)
    b. Press **"5"** for history and then press **"Enter"**
    c. Type 03 for SPS and press **"Enter"**
    d. Type the desired start date in Month, Day, and Year format, and then press **"Enter"**