

**Call Me Button FUNCTIONS\***

Terminal Display	Action
IDLE PROMPT	Press <b>FUNCTION + 25</b> and then <b>ENTER</b>
HST Services Enter Password _ _ _ _	Key in <b>0000</b> and press <b>ENTER</b>
<b>Paper Order</b> press <b>1</b> and <b>ENTER</b>	If approved, the approval number will display and a receipt will print <b>Your paper will be shipped to you promptly.</b>
<b>Merch Support</b> press <b>2</b> and <b>ENTER</b>	If approved, the approval number will display and a receipt will print. <b>You should receive a call from Crescent Client Services Support within 24 hours</b>
<b>Value Added Services</b> press <b>3</b> and <b>ENTER</b>	If approved, the approval # will display and a receipt will print. <b>Crescent Client Services Support will contact you within 24 hours.</b>
Comms	Terminal dials host
Approval Number Displays	



**Crescent Diamond Retail Instructions\***

**Credit Sale**

Terminal Display	Action
SWIPE CUSTOMER CARD	Swipe credit card through card reader.
ENTER LAST 4 NO. OF CARD	Enter the last 4 digits of the customer's credit card.
AMOUNT \$0.00	Enter amount of sale, press <b>ENTER</b> .
ENTER ZIP CODE _ _ _ _	Enter Cardholder's Zip Code and press <b>ENTER</b>
ZIP MATCHES ONLY CAPTURE?	Press <b>YES</b> to accept transaction Press <b>NO</b> to cancel transaction
COMMS	Terminal dials host.
RESPONSE Approval 123456	Approval number is displayed on screen, and printed on receipt.

**Debit Sale**

Terminal Display	Action
SWIPE CUSTOMER CARD	Press <b>Debit</b> button.
SWIPE CUSTOMER CARD	Swipe card through card reader.
AMOUNT \$0.00	Enter amount of sale, press <b>ENTER</b> .
Waiting for PIN	Customer enters PIN on attached PIN Pad.
COMMS	Terminal dials host.
RESPONSE Approval 123456	Approval number is displayed on screen, and printed on receipt.

**Manual Sale**

Terminal Display	Action
SWIPE CUSTOMER CARD	Key in Credit Card #, press <b>ENTER</b>
Expiration Date MMY Y	Key in expiration date in MMY Y format, press <b>ENTER</b>
Take Imprint of card	Manually imprint card, press <b>ENTER</b>
Is card present (Y/N)?	Verify that the card is present.
AMOUNT \$0.00	Enter amount of sale, press <b>ENTER</b> .
Total Correct? \$0.00	Press <b>YES</b> to confirm <b>NO</b> to change amount.
Enter Zip Code	Key in Zip Code, press <b>ENTER</b>
Dialing Now	Terminal dials host.
RESPONSE Approval 123456	Approval number is displayed on screen, and printed on receipt.
Print Second Receipt? Correct? Yes or No	If prompted, press <b>YES</b> to confirm, <b>NO</b> to cancel.

**Customer Service and Supplies .....1-800-618-4428**

**VISA/MASTERCARD MERCHANT#** \_\_\_\_\_  
Voice Authorization 1-800-291-4840

**AMERICAN EXPRESS MERCHANT#** \_\_\_\_\_  
Voice Authorization 1-800-528-2121

**DISCOVER MERCHANT#** \_\_\_\_\_  
Voice Authorization 1-800-347-1111

**DINER'S MERCHANT#** \_\_\_\_\_  
Voice Authorization 1-800-525-904

**Note:** Printing a second receipt, the customer receipt, is an option for all transactions  
**\*Due to security purposes, many of these transactions may ask for your password.**

### EBT Sale

Terminal Display	Action
SWIPE CUSTOMER CARD	Press <b>EBT</b> button.
SWIPE CUSTOMER CARD	Swipe card through card reader.
1-FOOD STAMP 2-CASH BENEFIT	Press <b>1</b> for FOOD STAMP or <b>2</b> for CASH BENEFIT, press <b>ENTER</b> .
AMOUNT \$0.00	Enter amount of sale, press <b>ENTER</b> .
Waiting for PIN	Customer enters PIN on attached PIN Pad.
COMMS	Terminal dials host.
RESPONSE Approval 123456	Approval number is displayed on screen, and printed on receipt.

### Phone/Mail Order (AVS)

Terminal Display	Action
Swipe Customer Card	Press <b>FUNCTION + 65</b> then <b>ENTER</b>
Enter Card Number	Key in Credit Card #, press <b>ENTER</b>
Expiration Date MMY Y	Key in expiration date in MMY Y format, press <b>ENTER</b>
AMOUNT \$0.00	Enter amount of sale, press <b>ENTER</b> .
Enter Zip Code	Key in Zip Code, press <b>ENTER</b>
Dialing Now	Terminal dials host.
RESPONSE Approval 123456	Approval number is displayed on screen, and printed on receipt.
Print Second Receipt? Correct? Yes or No	If prompted, press <b>YES</b> to confirm, <b>NO</b> to cancel.

### Credit Refund\*

Terminal Display	Action
SWIPE CUSTOMER CARD	Press the <b>Refund</b> button.
SWIPE CUSTOMER CARD	Swipe card through card reader.
ENTER LAST 4 NO.	Enter last for digits of customer's card.
AMOUNT \$0.00	Enter amount of refund, press <b>ENTER</b> .
COMMS	Terminal dials host.
RESPONSE Approval 123456	Approval number is displayed on screen, and printed on receipt.

### Void\*

Terminal Display	Action
SWIPE CUSTOMER CARD	Press <b>Void</b> button.
ENTER INVOICE NUMBER	Enter invoice number, press <b>ENTER</b> .
XXXXXX \$00.00 CORRECT? YES or NO	Press <b>YES</b> to void this transaction. Touch <b>NO</b> if this is not correct invoice number.
COMMS	Terminal dials host.
TRANSACTION ACCEPTED	Void is complete.

### Print Last Receipt

Terminal Display	Action
SWIPE CUSTOMER CARD	Press <b>FUNCTION + 72</b> , and then <b>ENTER</b> .
1-MERCHANT RECPT 2-CUSTOMER RECPT	Press <b>1</b> for MERCHANT RECEIPT or Press <b>2</b> for CUSTOMER RECEIPT, and then <b>ENTER</b> .
REPRINT COMPLETE	Receipt is printed.

### Print Any Ticket

Terminal Display	Action
SWIPE CUSTOMER CARD	Press the <b>REPRINT</b> key on your terminal
REPRINT INVOICE ENTER INVOICE NUMBER	Enter the invoice number of the ticket
1-MERCHANT RECPT 2 - Customer RECPT	Press <b>1</b> to print Merchant Receipt or press <b>2</b> to print Customer Receipt, then <b>ENTER</b>
REPRINT COMPLETE	Receipt is printed.

### Offline/Force\*

Terminal Display	Action
SWIPE CUSTOMER CARD	Press <b>Off Line</b> button.
**OFFLINE MODE** ENTER ACCOUNT NUMBER	Enter card number, press <b>ENTER</b> .
EXPIRATION DATE MMY Y	Enter expiration date, press <b>ENTER</b> .
TAKE IMPRINT OF CARD	Take the imprint of customer card, press <b>ENTER</b> .
AMOUNT \$0.00	Enter amount of sale, press <b>ENTER</b> .
ENTER APPROVAL CODE	Enter approval code from voice authorization.
TRANSACTION ACCEPTED	Offline/Force is complete.

### Batch Report (Summary)\*

Terminal Display	Action
SWIPE CUSTOMER CARD	Press <b>Reports</b> button.
3-AUDIT 4-SUMMARY	Press <b>4</b> , and then <b>ENTER</b> .
SCANNING BATCH	Terminal scans for Batch Totals and prints Summary Report.

### Batch Repot (Audit) \*

Terminal Display	Action
SWIPE CUSTOMER CARD	Press <b>Reports</b> button.
3-AUDIT 4-SUMMARY	Press <b>3</b> , and then <b>ENTER</b> .
PRINTING	Audit report is printed.

### Batch Settle\*

Terminal Display	Action
SWIPE CUSTOMER CARD	Press <b>Settle</b> button.
SCANNING BATCH	Terminal scans for Batch Totals.
SALES TOTAL CORRECT?	Press <b>YES</b> to confirm sale.
REFUND TOTAL CORRECT?	Press <b>YES</b> to confirm refund total.
SCANNING BATCH	Terminal scans for Batch Totals.
COMMS	Terminal dials host.
RESPONSE Approval 123456	Settlement is complete.
SCANNING BATCH	Settlement report is printed.

**\*Due to security purposes, many of these transactions may ask for your password.**