

Cash Advance Quick Reference Guide



Hypercom® Optimum




Elavon

Quick Reference Guide

Hypercom® Optimum Cash Advance

Cash Advance

1. Insert CHIP CARD (*into PIN Pad where present, otherwise insert in terminal chip reader*) or SWIPE/KEY number into the terminal.
2. Enter the CASH AMOUNT and press ENTER.
3. If a chip card, hand the terminal to the cardholder to enter their PIN.
4. Remove MERCHANT COPY receipt by tearing.
5. If non-chip card, OBTAIN AND VERIFY the cardholder's SIGNATURE on the merchant copy.
6. Press ENTER.
7. Finally, a CARDHOLDER COPY receipt is printed.

For referrals go to the referral section.

Forced Sale/Offline Mode

1. Select MAIN.
2. Select NEW TRANS.
3. Select FORCE.
4. Insert CHIP CARD (*into PIN Pad where present, otherwise insert in terminal chip reader*) or SWIPE/KEY number into the terminal.
5. Enter the CASH AMOUNT and press ENTER.
6. The terminal will prompt you to key in the APPROVAL CODE, received over the phone. (*Note: press SELECT to change from numeric to alpha*).
7. If a chip card, hand the terminal to the cardholder to enter their PIN.
8. Remove MERCHANT COPY receipt by tearing.
9. If a non-chip card, OBTAIN AND VERIFY the cardholder's SIGNATURE on the merchant copy.
10. Press ENTER.
11. Finally, a CARDHOLDER COPY receipt is printed.

Batch/End Of Day

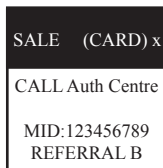
1. Select BATCH.
2. Select END OF DAY.
3. Enter your PASSWORD.
4. Totals are displayed. Press YES to confirm sale and refund totals.
5. The terminal prints a GBOK report on successful End of Day.

Reconcile incorrect totals using review in the batch menu.

If end of day fails please call customer service.

Referrals

If your terminal displays the referral screen below during your sales transaction contact the AUTHORISATION CENTRE.



You must telephone the authorisation centre to obtain an authorisation approval code.

The transaction will automatically cancel and the terminal will revert to the MAIN screen. Once you have received a voice authorisation and have the authorisation code, repeat the transaction using the FORCED SALE method.

