

## Mail Order/Telephone Order Quick Reference Guide



Hypercom® Optimum



  
Elavon

# Quick Reference Guide

## Hypercom® Optimum Mail Order/Telephone Order

### Mail Order/Telephone Order (MOTO) Sale

1. Key CARD number into the terminal.
2. Enter card EXPIRY DATE (MMYY).
3. Confirm if CARDHOLDER PRESENT? (YES/NO).
4. If NO, enter CVV2 Indicator:

0	Skip	To skip to CVV2 entry
1	Present	CVV2 is present on card
2	Illegible	CVV2 is illegible on card
9	Absent	No CVV2 is available
5. Enter the SALE AMOUNT and press ENTER.
6. Remove MERCHANT COPY receipt by tearing.
7. Press ENTER.
8. Finally, a CARDHOLDER COPY receipt is printed.

*For referrals go to the referral section.*

### Mail Order/Telephone Order (MOTO) Refund

1. Select MOTO refund.
2. Enter REFUND PASSWORD (*if applicable*).
3. Key CARD number into the terminal.
4. Enter card EXPIRY DATE (MMYY).
5. Enter CVV2 Indicator:

0	Skip	To skip to CVV2 entry
1	Present	CVV2 is present on card
2	Illegible	CVV2 is illegible on card
9	Absent	No CVV2 is available

6. Enter the REFUND AMOUNT and press ENTER.
7. Remove MERCHANT COPY receipt by tearing.
8. Press ENTER.

9. Finally, a CARDHOLDER COPY receipt is printed.

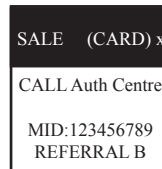
### Batch/End Of Day

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, which is detailed below.

## Forced Sale/Offline Mode

1. Select MAIN.
2. Select NEW TRANS.
3. Select FORCE.
4. Key CARD number into the terminal.
5. Enter card EXPIRY DATE (MMYY).
6. Confirm if CARDHOLDER PRESENT? (YES/NO).
7. If no, enter CVV2 Indicator:

0	Skip	To skip the CVV2 entry
1	Present	CVV2 is present on card
2	Illegible	CVV2 is illegible on card
9	Absent	No CVV2 is available

8. Enter the SALE AMOUNT and press ENTER.
9. The terminal will prompt you to key in the APPROVAL CODE, received over the phone. (*Note: press SELECT to change from numeric to alpha*).
10. Remove MERCHANT COPY receipt by tearing.
11. Press ENTER.
12. Finally, a CARDHOLDER COPY receipt is printed.

## DCC (MOTO) Sale

1. Key CARD number into the terminal.
2. Enter card EXPIRY DATE (MMYY).
3. Confirm if CARDHOLDER PRESENT? (YES/NO).
4. If no, enter CVV2 Indicator:

0	Skip	To skip the CVV2 entry
1	Present	CVV2 is present on card
2	Illegible	CVV2 is illegible on card
9	Absent	No CVV2 is available

5. Enter the SALE AMOUNT and press ENTER.

Cardholder must be given a choice of accepting DCC or paying in the local currency.

6. Does the cardholder wish to pay in own currency? (YES/NO)/PRINT RATE.
7. Remove MERCHANT COPY receipt by tearing.
8. Press ENTER.
9. Finally, a CARDHOLDER COPY receipt is printed.
10. OBTAIN AND VERIFY the cardholder's SIGNATURE on the merchant copy.  
*For referrals go to the referral section.*

## DCC Refund

1. Select MOTO refund.
2. Enter REFUND PASSWORD (*if applicable*).
3. Key CARD number into the terminal.
4. Enter card EXPIRY DATE (MMYY).
5. Enter CVV2 Indicator:

0	Skip	To skip the CVV2 entry
1	Present	CVV2 is present on card
2	Illegible	CVV2 is illegible on card
9	Absent	No CVV2 is available

6. Confirm if refund is a 'DCC Refund?' (YES/NO).

**Note: the refund must be completed in the same currency as the original sale transaction.**

7. Enter the REFUND AMOUNT and press ENTER.
8. Does the cardholder wish to be refunded in own currency? (YES/NO)/PRINT RATE.
9. Remove MERCHANT COPY receipt by tearing.
10. Press ENTER.
11. Finally, a CARDHOLDER COPY receipt is printed.
12. OBTAIN AND VERIFY the cardholder's SIGNATURE on the merchant copy.



## DCC Foreign Currency Reversal

In the event that the cardholder was not given the CHOICE and does not wish to proceed with the transaction in their own currency, the DCC transaction should be reversed in the following way:

1. Select VOID.
2. Enter INVOICE NUMBER from the original sale receipt and confirm the amount to be voided.
3. Remove MERCHANT COPY receipt by tearing.
4. Press ENTER or the SELECT button.
5. The CARDHOLDER COPY receipt is printed.
6. Key CARD number into the terminal.
7. Enter card EXPIRY DATE (MMYY).
8. Confirm if CARDHOLDER PRESENT? (YES/NO).
9. Enter the SALE AMOUNT and Select 'NO' option to DCC.
10. Complete the transaction.

## DCC Forced Sale/Offline Mode

1. Select MAIN.
2. Select NEW TRANS.
3. Select FORCE.
4. Key CARD number into the terminal.
5. Enter card EXPIRY DATE (MMYY).
6. Confirm if CARDHOLDER PRESENT? (YES/NO).
7. If no, enter CVV2 Indicator:

0	Skip	To skip the CVV2 entry
1	Present	CVV2 is present on card
2	Illegible	CVV2 is illegible on card
9	Absent	No CVV2 is available

8. Enter the SALE AMOUNT and press ENTER.

Cardholder must be given a choice of accepting DCC or paying in the local currency.

9. Does the cardholder wish to pay in own currency? (YES/NO)/PRINT RATE.
10. For DCC, the cardholder must select ENTER.
11. The terminal will prompt you to key in the APPROVAL CODE, received over the phone. (*Note: press SELECT to change from numeric to alpha*).
12. If a chip card, hand the terminal to the cardholder to enter their PIN.
13. Remove MERCHANT COPY receipt by tearing.
14. Press ENTER or the SELECT button.
15. Finally, a CARDHOLDER COPY receipt is printed.

