

Secure Payment Systems

HYPERCOM OPTIMUM eCHECK INSTRUCTIONS

Rev 4.0

A. Performing a Sale Transaction

State Codes

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

- i From the Check menu press the key corresponding to the **SALE** option
- ii Press the key corresponding to **Paper** for manual bank deposit **OR**
- iii Press the key corresponding to **Electronic** for electronic deposit (Electronic) (and the check will be handed back after the receipt is signed) or a Business check to be deposited via Check 21

1. Check Number

- a) Enter the check number and press "ENTER"

2. Phone number

- a) Enter the phone number and press "ENTER"

3. Insert Check

- a) Slide the check through the imager or check reader
 - i If a bad read (red light) then try again until a good read is obtained. If unable to do so, cancel the transaction by pressing the red **X** ("CANCEL") key at the bottom and rerun the transaction through steps 1, 2 and 3 above. At (A) press the key corresponding to Paper to run the transaction as paper and then manually enter the information. The terminal will display:
 - Please scan check or enter routing number ... when finished press "ENTER"
 - Enter Account # ... when finished press "ENTER"

4. Check Amount

- a) Enter the amount of the sale and press "ENTER"

5. Drivers License Number (if not prompted then the terminal will proceed to (6) below)

- b) Swipe the magnetic strip license
 - i If a good swipe the terminal proceeds to (6) below
 - (i) If a bad swipe or no magnetic strip then:
 1. Begin manual entry of the customer's driver's license number as exactly seen on the license. If letters are required, please refer to the box at the end of the document.
When finished, press "ENTER" to see:
 - a. State Code – Enter the two digit state code and press "ENTER" (the state code table is located to the left of this page)
 - b. Enter the date of birth in **mmddy** format and press "ENTER"

6. Terminal Begins Dialing Sequence (Dial Primary, Connecting, Receiving etc.)

- a) 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 (c) below
- b) If the terminal displays: **OKAY CNNN**" the terminal will print the Check 21 receipt. The terminal will display (d) below
- c) **Receipt signed? Press keys corresponding to either "Yes" or "No"**. If "**Yes**" selected, the terminal will display: "**<Enter for Cust Rcpt>**". But if "**No**" is selected at this point, the terminal will display (d) below
- d) **Please Scan Back of Check**. The terminal will prompt to image the reverse (back) of the check. If "**Cancel**" is pressed at this point instead of imaging the back, the terminal will convert the electronic transaction to paper and print a receipt saying "**TAKE PAPER CHECK**".

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B. Voiding an Echeck or Check 21 Transaction

1. From the Check menu press the key corresponding to the **VOID** option
2. Enter the item number, press "**ENTER**" and then type in the amount to void and press "**ENTER**"

C. Miscellaneous Administrative Issues

1. Reprint Receipt (in case there was a printer problem)
 - a) From the check menu, press the key corresponding to **Reprint** and enter the Item Number found on the original copy or bypass by pressing "**ENTER**" to print the last transaction. If original copy not available, a Host Detail Report can be printed from the Balance Inquiry menu and the Item Number can be obtained from that report. Customer Service can also be reached at **(888) 313-7842** to ask for the Item Number of the transaction
2. If the terminal displays: "**Call Ctr – NN**" (where NN = a two digit number) immediately call the SPS voice authorization center for operator approval. Upon receiving approval:
 - a) 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 as the customer needs to sign a printed receipt) by selecting the key corresponding to Force Auth from the check menu. When finished, the terminal will display the approval number, print the merchant receipt and go to step 6c.
3. If the terminal displays an error response such as: "**Micr/Chk # Error**" or "**DL Error**", "**DOB Error**", "**Phone # Error**", or "**State Code Error**" rerun the transaction from the beginning. If the terminal responds with "**Rerun as Paper**" then rerun the transaction from the beginning do a manual bank deposit

D. SPS Batch Close

1. From the Check menu, press the key corresponding to → to go to the next screen.
Press the key corresponding to **Close** and the key corresponding to "**Yes**" to confirm Batch Close.

If letters are required when using the T4100, press the "Shift" key followed by the letter to be typed

If letters are required when using T4210/4220, press the key which contains the letter to be typed followed by the "Alpha" key until the desired letter appears

E. Printing a Batch Summary Report and Host Detail Report

1. From the Check menu, press the key corresponding to → to go to the next screen. Press the key corresponding to **Reports**, then the key corresponding to **Batch Summary** and type in the required date in **mmddy** format (or press "**ENTER**" to print from the current, open batch)
2. From the Check menu, press the key corresponding to → to go to the next screen. Press the key corresponding to **Reports**, then the key corresponding to **Host Detail** and type in the required date in **mmddy** format (or press "**ENTER**" to print from the current, open batch)

F. Automatic Image transmission --- The terminal automatically causes images to be transmitted after the batch is settled. Please call the SPS Customer Service line if image upload is unsuccessful.

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

1. From the check menu press the key corresponding to → to go to the next screen. Press the key corresponding to **Scanner** and press the key corresponding to **Upload** for uploading images, and the key corresponding to "**Yes**" to confirm

Note: Paper-based transactions are not included in terminal reporting/batches

Cable Requirements:

Supported check readers and imagers for T4100:

Magtek Mini MICR	Cable Part Number: 22517577 REV.A
Magtek MICR Imager	Cable Part Number: 22410311
RDM EC6000 series	Cable Part Number: 810306-001 A

Supported check readers and imagers for T4210/4220:

Magtek Mini MICR	Cable Part Number: 22517588 REV.A
Magtek MICR Imager	Cable Part Number: 22410326 REV.A
RDM EC6000 series	Cable Part Number: 6000-6105 REV.B