

IVI Check Manager 3000

Terminal Guide

Check Transaction Procedure

John Smith 123 Anywhere Street America, USA 12345	Home Phone # Work Phone #	Auth Code Driver's License #	Date	77058
Pay To/The Order Of:				Dollars
Memo:				

Name must be imprinted by bank and signature must match. No P.O. box (write physical address if necessary.)

Driver's License #, Authorization #, and home phone # must be written on check.

Check series # must be 101 or higher. No counter checks accepted.

Check must be written on U.S. account. No altered checks.

How to scan a check.

- Press the 1 key. Terminal will display "INSERT CHECK".
- Insert check into Check Reader as displayed.
- Terminal will Display "ENTER AMOUNT OF CHECK". Type in dollar and cents. Press <ENTER>.
- Terminal will display "ENTER DL STATE CODE". Press <ENTER> if state code is correct. If is OUT OF STATE, Press <BACKSPACE>, then use the number key that corresponds with the letter needed. Then press <ALPHA> until the letter is displayed. Then Press <ENTER> (Example -press <2>, <ALPHA> once, Then press<5> <ALPHA> 3 times, terminal will display AL.)
- Terminal will display "ENTER DL#". Key in DL # including any letters (using the ALPHA key), Press <ENTER>.
- Terminal will dial out for authorization.
- Terminal will display Authorization number and Printer will print receipts.
- Must stamp the face of the check "ACH PROCESSED", and return it to customer.

IMPORTANT

- * Merchant retains signed copy receipt.
- * Customer receives unsigned copy of receipt with check.

HOW TO VOID A CHECK

- Press the 3 key to void a check.
- Terminal will display "ENTER PASSWORD".
- Press the following keys: 74837, then Press <ENTER>.
- Terminal will display "INSERT CHECK". Insert check into the check reader.
- Terminal will display "ENTER AMOUNT OF CHECK". Key in amount of check. Press <ENTER>
- Terminal will dial out; void the transaction and a receipt will print.

IMPORTANT

Any voids or corrections after batch out will require a merchant reversal.

Customer Service: 888-481-0757 Fax: 850-337-9518
Technical Support: 877-438-3249 Fax: 850-337-9539

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How to Batch & Reprint

To Batch Out and Deposit

- Press the 4 key. Terminal will display "Want detail? 1-YES, 2-NO?"
- Press 1 key for yes. DO NOT PRESS <ENTER> key.
- Terminal will display "1- CURR, 2-PREV". Press 1 key for Current. DO NOT PRESS <ENTER>.
- Terminal will print batch. After printing terminal will display "SEND DEPOSIT 1-YES, 2-NO?"
- Press 1 key. Terminal will dial out and receipt will print "Accepted" in red.

IMPORTANT

Terminal must be batched out every night prior to midnight.

To Reprint Receipt

- Press 5 key once to clear the screen.
- Press 5 key again and terminal will reprint receipt of last transaction.

To Override Transaction

- Press 2 key to clear screen.
- Press 2 key again to perform override.

IMPORTANT

Customer must sign & print their name and phone number on front of merchant's receipt.
If using an imager the phone number must be on check.

CHECKS NOT ACCEPTED FOR ELECTRONIC PROCESSING

*Temporary Checks * Cashier's Checks *Third Party Checks
*Credit card checks * Money Orders *Payroll Checks

*Checks written to employees or self

*Payable Through/Equity Line/Loan Checks

*Checks drawn on banks outside of USA.

*Corporate checks that are not ACH-able. (Terminal will determine eligibility.)

CHECK READER MESSAGES

MANAGER NEEDED - RE-PRESENTED CHECK: This means check was already seen by the system or has been processed. Merchant needs to override the transaction for a receipt to print.

MANAGER NEEDED - DAY/LOC/LOA/AMT: This message alerts the merchant the check amount exceeds normal ACH limits of guarantee. Press "ENTER" Terminal will prompt for OVERRIDE. Press "Clear" to return to main menu.

NO ACH: This message indicates Financial Institution does not participate in the Federal Reserve/ ACH Network OR the reader was unable to read the check number. Check has been verified IF you receive an authorization number. However, merchant MUST manually deposit check in bank.

ERROR IN MICR: Terminal can not read check numbers. Check can not be verified. Merchant has option to manually deposit check. If this happens consistently with checks from different banks, contact Tech Support.

ID FLAGGED: Check has been declined due to a problem with customer's ID or account. OVERRIDE ONLY for most frequent customers. These checks NOT guaranteed.

DECLINED CHECK: Check has been declined due to a problem with customer's ID or account. CANNOT BE APPROVED OR OVERRIDDEN.

ERROR IN ID: Verify default state is correct to ensure correct state code was entered. Check ID to see if DL# has a letter and enter corresponding letter with DL #.

STATE CODES

01 AL	10 DEL	17 IL	25 MA	33 NH	40 OK	49 UT	61 AB	69 PE
02 AK	11 DC	18 IN	26 MI	34 NJ	41 UT	50 VT	62 BC	70 PQ
04 AZ	12 FL	19 IA	27 MN	35 NM	42 PA	51 VA	63 MB	72 YT
05 AR	13 GA	20 KS	29 MO	36 NY	45 SC	53 WA	64 NB	66 GU
06 CA	14 PR	21 KY	30 MT	37 NC	46 SD	54 WV	65 NF	Guam
08 CO	15 HI	22 LA	31 NE	38 ND	47 TN	55 WI	NS NS	78 VI Virgin
09 CT	16 ID	24 MD	32 NV	39 OH	48 TX	56 WY	68 ON	Islands

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