

Integrated Credit Card Steps

SMP7900 & SMP7750



At the Register

Exact Tender

1. Ring Items
2. Swipe credit card through the reader and wait for approval
3. A “CAT Processing” message briefly displays on the register screen. If the credit card is approved, your receipts print after about 15 seconds.
4. Have customer sign the merchant receipt copy. Retain the merchant copy and present the other receipt to the customer.

Merchant copies may have the complete credit card number and expiration date. The customer copies do not.

PANASONIC	
1707 N. Randall Rd.	
Elgin IL. 60123-7847	
(847)123-4567	
CYNTHIA SMITH	
TR TYPE	AUTHSALE
MERCHNT#	999999999911
ORDER#	0351
REF#	03000008
PAYMENT	AMER EXP
CARD#	XXXXXXXX12345
EXP DATE	XX/XX
AUTH#	123456
TOTAL	5.26
Sign: _____	
I agree to pay the total amount according to the card issue agreement.	
1stcopy=Merchnt 2ndcopy=Customer	
DEBBIE S	
0041 09:35 #01 JUN 11'01 REG0001	

If the credit card is denied, a “DENIED” message prints

If the reader cannot read the card information, follow the Manual Entry Procedures

Split Tender

1. Ring Items
2. Touch PAY SCREEN
3. Enter amount to be applied to first credit card
4. Swipe credit card through the reader and wait for approval
5. A “CAT Processing” message briefly displays on the register screen.
6. Enter amount being applied to second card
7. Swipe second card through the reader and wait for approval
8. If the credit cards are approved, your receipts print after about 15 seconds.
9. Have both customers sign the merchant copies of receipts. Retain the merchant copies and present the other receipts to the customers.

Merchant copies have the complete credit card number and expiration date. The customer copies do not.

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Manual Entry

If you have a worn or demagnetized card, the system may not be able to read the card number or its expiration date. Use the following procedure to manually enter the card information.

1. Logon as cashier
2. Ring Items
3. Touch PAY SCREEN
4. Touch VISA/MASTERCARD/AMEX/DISCOVER key – dependent on type of card used
The type of card keys will be listed in the MANUAL CREDIT column
5. At the login screen, You will be prompted to enter credit card number, use number keys to enter credit card number
6. Touch ENTER
7. At the login screen, You will be prompted to enter expiration date, use number keys to enter expiration date
8. Touch ENTER
9. A “CAT Processing” message briefly displays on the register screen. If the credit card is approved, your receipts print after about 15 seconds.
10. Have customer sign the merchant receipt copy. Retain the merchant copy and present the other receipt to the customer.
Merchant copies may have the complete credit card number and expiration date. The customer copies do not.

Manual Authorization

You may have to call the processing company directly for credit card approval. Use the following procedure after you call to receive authorization for the customer’s charge.

1. Logon as Cashier
2. Ring Items
3. Touch PAY SCREEN
4. Touch MANUAL AUTH
5. Swipe the credit card, if card does not swipe
 - a. Enter card number
 - b. Touch MANUAL ENTER
 - c. Enter expiration date
 - d. Touch MANUAL ENTER
6. You will be prompted for the authorization number, enter the authorization number received over the telephone
7. Touch MANUAL ENTER
8. Touch CASH
9. A “CAT Processing” message briefly displays on the register screen. If the credit card is approved, your receipts print after about 15 seconds.
10. Have customer sign the merchant receipt copy. Retain the merchant copy and present the other receipt to the customer.
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Return Credit Transaction

1. Logon as Cashier
2. Logon as Manager
3. Touch PAY SCREEN
4. Touch CLEAR
5. Touch DELETE
6. Touch ORDER MENU
7. Ring all items in original order
8. Touch PAY SCREEN
9. Touch REFUND CREDIT
10. Swipe credit card through the reader and wait for approval
11. Enter the 8 digit authorization number from the original receipt (reference number if Protobase)
12. Touch CASH
13. When transaction is accepted, a Return Credit CAT receipt prints. Have customer sign this receipt.

Tip Edit

This is required if a transaction was finalized with the incorrect tip amount. This adjustment must be made before the End of Day.

1. Logon as Cashier
2. Logon as Manager
3. Touch PAY SCREEN
4. Touch CLEAR
5. Touch TIP EDIT
6. Use the number keys to enter the reference number (located on original receipt)
7. A "Processing" message appears on register display
8. Use the number keys to enter the new tip amount
9. Touch MANUAL ENTER
10. Touch MANUAL ENTER again to finalize
11. A tip receipt will print

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Error Messages

Denied Authorization

If a card is denied, a "Denied" receipt prints without a signature line.

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CYNTHIA SMITH	
TR TYPE	AUTHSALE
MERCHNT#	9999999999911
ORDER#	0351
REF#	03000008
PAYMENT	AMER EXP
CARD#	XXXXXXXXXX12345
EXP.DATE	XX/XX
AUTH#	****
DENIED	
1stcopy=Merchnt 2ndcopy=Customer	
DEBBIE S	
0041 09:35 #01 JUN 11'01 REG0001	

Communication Error

If communication error occurs, the message "CAT OFFLINE" prints at the bottom of the receipt. The AUTH# field is left blank.

PANASONIC 1707 N. Randall Rd. Elgin IL. 60123-7847 (847)123-4567	
MARIA JOHNSON	
TR TYPE	AUTHSALE
MERCHNT#	9999999999911
ORDER#	0351
REF#	03000008
PAYMENT	AMEX
CARD#	XXXXXXXXXX12345
EXP.DATE	XX/XX
AUTH#	
SUBTOTAL	25.18
Sign: _____	
I agree to pay the total amount According to the card issuer agreement	
1STCOPY=MERCHANT	
2NDCOPY=CUSTOMER	
CAT OFFLINE	
DEBBIE S	
0041 09:35 #01 JUN 11'01 REG0001	