



**Attention all Mobile
And
Store And Forward Merchants
Extremely important!!**

For all merchants using a manual imprinter, or using any terminal which performs store and forward, please be sure to obtain the following information to avoid any complications when obtaining authorizations:

- 1) Complete Credit Card # (Visa, MasterCard and Discover are 16 digits, American Express is 15 digits)
- 2) Expiration Date (4 digits only – mm/yy)
- 3) Complete Billing Address including Zip Code
- 4) CVV2 (or CID) This is the 3 digit number on the back of the Visa, MasterCard and Discover card, located on the back of the card, above or on the signature line. On Amex it is the 4 digit number above the card number
- 5) Also remember to get the card holders name and phone number





Customer Support: 866-392-8326

**FIRST DATA OMAHA
RETAIL APPLICATION**

MENU NAVIGATION

To select a menu item

- Use <up arrow/F2> key and <down arrow/F3> key to highlight a menu item. Press <ENTER> to select the currently highlighted menu item
- Alternatively, press the # key corresponding to the menu item
- To exit out of a sub-menu, press <CANCEL>
- All instructions start from Main menu

NOTE: Press <ENTER> after keying each field

CREDIT TRANSACTIONS: CREDIT AND DEBIT CARDS WITH VISA/MASTERCARD LOGO

Sale

- Swipe credit card from Main Menu
- Follow prompts see Definition of Prompts section)

Manual Sale - Used for cards that can not be swiped

- Select Credit
- Select Sale
- Follow prompts see Definition of Prompts section)

Void - Used to reverse a transaction in the CURRENT batch

- Select Credit
- Select Void
- Follow prompts see Definition of Prompts section)

Return - If returning a sale from the same batch, use Void instead

- Select Credit
- Select Return
- Follow prompts see Definition of Prompts section)

Auth Only - Used to authorize transactions to ensure funds are available

- Select Credit
- Select Auth Only
- Follow prompts see Definition of Prompts section)

Ticket Only - Used for transactions already having valid auth #

- Select Credit
- Select Ticket Only
- Follow prompts see Definition of Prompts section)

DEBIT TRANSACTIONS (ONLY WITH INTERNAL/EXTERNAL PIN PAD ENABLED)

Debit Sale

- Select Debit
- Select Debit Sale
- Follow prompts see Definition of Prompts section)

Debit Return

- Select Debit
- Select Debit Return
- Follow prompts see Definition of Prompts section)



Reprint last receipt

- Select Last Receipt

Print current reports – Does not affect transactions in any way

- Select End of Day
- Password: ####<ENTER> (Default password <4><3><2><1>)
- Select Reports
- Select Print Report (Can View transactions or Print Reports from this menu)
- Select Current Batch (or other report option)
- Press <CANCEL> 3 times to return to Main Menu

Settlement (sends current transactions for processing)

- Select End of Day
- Password: ####<ENTER> (Default password <4><3><2><1>)
- Select Settlement
- Press <ENTER> to confirm
- **CONFIRM SETTLEMENT ATTEMPT IS SUCCESSFUL**
- Press <ENTER> to print report

**OMAHA RETAIL APPLICATION
Manager Card**

To change the Time and Date

- Select Admin
- Password: ####<ENTER> (Default password <9><8><7><6>)
- Select Setup
- Password: ####<ENTER> (Default password <1><2><3><4>)
- Select System
- Select Date & Time
- Enter Date and Time (YYMMDDHHMM) enter time in 24 hour format

To change the Store & Forward settings

- Select Admin
- Password: ####<ENTER> (Default password <9><8><7><6>)
- Select Setup
- Password: ####<ENTER> (Default password <1><2><3><4>)
- Select Omaha
- Select Store & Forward
- Select Store & Forward or S&F Receipt or Manual S&F
- Select Yes to Enable, No to Disable

To change the Receipt Quantity

- Select Admin
- Password: ####<ENTER> (Default password <9><8><7><6>)
- Select Setup
- Password: ####<ENTER> (Default password <1><2><3><4>)
- Select Receipt
- Select Receipt Qty (1 – 3)

To change the setting to Ask for Receipt

- Select Admin
- Password: ####<ENTER> (Default password <9><8><7><6>)
- Select Setup
- Password: ####<ENTER> (Default password <1><2><3><4>)
- Select Receipt
- Select Ask Receipt
- Select Yes to enable, No to Disable



DEFINITION OF PROMPTS

NOTE: Press <ENTER> after keying each field

CARDNUMBER: Swipe card **OR** key credit card number as shown on the front omitting spaces.

AVS: Street address and zip code of *billing address*.

Example:

Joe Cardholder
321 Main St
Anytown, USA 12345

Street Address is **321**, zip code is **12345**

CVV: Typically a 3 digit number found on the back of the credit card

INVOICE #: Optional prompt, an Invoice # from 1 – 8 digits

BATCH ID: Found on each receipt or on report

TRANS ID: Found on each receipt or on report

EXPIRATION: Month and Year the card expires. Omit day of month, if present. Use MMY format. Example: DEC/2006 would be keyed as **1206**

AMOUNT: Dollar amount of transaction. Key in the dollar and cents without regard for the decimal point. Example: \$12.56 would be keyed as **1256**

PIN: Customer's Personal Identification Number, required for each Debit transaction

APPROVAL CODE: Authorization code for a specific amount. Typically, 6 digits, but can contain letters.

To form letters, press the number with the corresponding letter. Then press the blue <Func/Alpha> key until that number changes to the correct letter.

Example:

To form J, press <5> followed by <Func/Alpha> 1 time (1st letter on <5> key)

To form K, press <5> followed by <Func/Alpha> 2 times (2nd letter on <5> key)

To form L, press <5> followed by <Func/Alpha> 3 times (3rd letter on <5> key)

FOR EXADIGM CUSTOMER SUPPORT, PLEASE CALL:

866-392-8326 ex 4

For quick troubleshooting:

Raul: 917-577-6237

Josh: 917-577-3149

