

EMS 8800

TSYS 3.4.0 Retail/Restaurant Basic Functions Guide

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About this Guide

The quick reference guide combines all of the available options for following payment methods:

- Credit
- Debit

While not all of these payment methods will be used, the guide shows the functionality available.

This guide will outline the standard steps (listed in **NAVY BLUE**) of the terminal as well as optional steps (listed in **light blue**), that are available depending on the terminal program. If the options in **light blue** do not appear, skip step and go on to the next step. Payment methods in **light blue** are optional and may not appear on all terminal programs.

This guide will also differentiate between standard terminal operations listed in **WHITE** from additional terminal operations listed in **YELLOW**.

Sales

Credit Sale EMS 8800 3.4.0	
<u>Action</u>	<u>Display</u>
From Home Menu Choose TSYS	F1 = Sale; F2 = Void; F3 = Refund; F4 = Phone Order
Press F1 for Sale	Swipe Card Acct:
Swipe Card	Credit = F1 Debit = F2 EBT = F3
Choose F1 for Credit	Clerk ID:
Enter Clerk ID and press OK	Invoice No.:
Enter Invoice Number (6 digits) and press OK	Amount :
Enter Amount of the sale and press OK	Tax:
Enter Amount of the tax or press OK to bypass	Tip:
Enter Amount of the tip and press OK to bypass	Connect, Approved Receipt Prints - Print Customer Copy F1 = No; F2 = Yes
Press F2 for Yes	Customer Copy Prints

Debit Sale EMS 8800 3.4.0	
<u>Action</u>	<u>Display</u>
From Home Menu Choose TSYS	F1 = Sale; F2 = Void; F3 = Refund; F4 = Phone Order
Press F1 for Sale	Swipe Card Acct:
Swipe Card	Credit = F1 Debit = F2 EBT = F3
Choose F2 for Debit	Clerk ID:
Enter Clerk ID and press OK	Invoice No.:
Enter Invoice Number (6 digits) and press OK	Amount :
Enter Amount of the sale and press OK	Tax:
Enter Amount of the tax or press OK to bypass	PIN Number:
Enter PIN number on pinpad:	Connect, Approved Receipt Prints - Print Customer Copy F1 = No; F2 = Yes
Press F2 for Yes	Customer Copy Prints

Credit Phone Order EMS 8800 3.4.0

<u>Action</u>	<u>Display</u>
From Home Menu Choose TSYS	F1 = Sale; F2 = Void; F3 = Refund; F4 = Phone Order
Press F4 for Phone Order	Swipe Card Acct:
Enter Card Number and press OK	Exp Date (MMYY):
Enter Expiration Date and press OK	V-Code:
Enter 3 Digits on back of card and press OK	Clerk ID:
Enter Clerk ID and press OK	Invoice No.:
Enter Invoice Number (6 digits) and press OK	Purchase Order #:
Enter Purchase Order Number (6 digits) and press OK - (To qualify for best rates must input value)	Amount :
Enter Amount of the sale and press OK	Tax:
Enter Amount of the tax or press OK to bypass	Address
Enter street address and press OK	Zip Code
Enter Zip code and press OK	Connect, Approved Receipt Prints - Print Customer Copy F1 = No; F2 = Yes
Press F2 for Yes	Customer Copy Prints

Credit Auth Only EMS 8800 3.4.0

<u>Action</u>	<u>Display</u>
From Home Menu Choose TSYS	F1 = Sale; F2 = Void; F3 = Refund; F4 = Phone Order
Press ▼ (MORE KEY) 1 time and press F3 for Auth Only	Swipe Card Acct:
Swipe Card or Enter account number and press OK	Exp Date (MMYY):
Enter Expiration Date and press OK	Clerk ID:
Enter Clerk ID and press OK	Invoice No.:
Enter Invoice Number (6 digits) and press OK	Amount :
Enter Amount of the sale and press OK	Connect, Approved Receipt Prints - Print Customer Copy F1 = No; F2 = Yes
Press F2 for Yes	Customer Copy Prints

Settlement

Settlement EMS 8800 3.4.0

<u>Action</u>	<u>Display</u>
From Home Menu Choose TSYS	F1 = Sale; F2 = Void; F3 = Refund; F4 = Phone Order
Press ▼ 1 time and press F1 for Settlement	Shows Sales Summary, Refund Summary and Total Settlement Amount – OK to confirm
Press OK to settle	Connect, Approved Report Prints, Report should say GB XXX

Voids/Refunds

Credit Void EMS 8800 3.4.0	
<u>Action</u>	<u>Display</u>
From Home Menu Choose TSYS	F1 = Sale; F2 = Void; F3 = Refund; F4 = Phone Order
Press F2 for Void (CANNOT VOID A DEBIT SALE!) (See Intermediate Functions Guide under DELETE RECORD!)	Void Last Trans? F1=No F2=Yes
If Yes:	Transaction Displays: F1=No F2=Yes F3=Next
Choose F2=Yes to Void Transaction; F1 cancels transaction; F3 has no meaning here.	
If No:	Retrieve by? F1=Rec# F2=Acct#
Choose F1 for Rec#	Record Number:
Enter Record Number and press OK (6 digits)	Transaction Displays: F1=No F2=Yes F3=Next
Choose F2=Yes to Void Transaction; F1 cancels transaction; F3 has no meaning here.	

Credit Refund EMS 8800 3.4.0

<u>Action</u>	<u>Display</u>
From Home Menu Choose TSYS	F1 = Sale; F2 = Void; F3 = Refund; F4 = Phone Order
Press F3 for Refund	Swipe Card Acct:
Swipe Card or Enter account number and press OK	Credit = F1 Debit = F2 EBT = F3
Choose F1 for Credit	Exp Date (MMYY):
Enter Expiration Date and press OK	Clerk ID:
Enter Clerk ID and press OK	Invoice No.:
Enter Invoice Number (6 digits) and press OK	Amount :
Enter Amount of the sale and press OK	Connect, Approved Receipt Prints - Print Customer Copy F1 = No; F2 = Yes
Press F2 for Yes	Customer Copy Prints

Offline/Forced Sales

Credit Offline EMS 8800 3.4.0	
<u><i>Action</i></u>	<u><i>Display</i></u>
From Home Menu Choose TSYS	F1 = Sale; F2 = Void; F3 = Refund; F4 = Phone Order
Press ▼ 1 time and press F2 for Offline	F1 = Sale F2= Refund
Choose F1 for Sale	Swipe Card Acct:
Swipe Card or Enter account number and press OK	F1 = Credit; F2 = Debit; F3 = EBT
Choose F1 for Credit	Exp Date (MMYY):
Enter Expiration Date and press OK	Clerk ID:
Enter Clerk ID and press OK	Invoice No.:
Enter Invoice Number (6 digits) and press OK	Amount :
Enter Amount of the sale and press OK	Tax:
Enter Amount of the tax or press OK to bypass	Tip:
Enter Amount of the tip and press OK to bypass	Appr Code:
Enter 6 digit approval code and press OK	Connect, Approved Receipt Prints - Print Customer Copy F1 = No; F2 = Yes
Press F2 for Yes	Customer Copy Prints

Debit Re-Enter EMS 8800 3.4.0

<u>Action</u>	<u>Display</u>
From Home Menu Choose TSYS	F1 = Sale; F2 = Void; F3 = Refund; F4 = Phone Order
Press ▼ 1 time and press F2 for Offline	F1 = Sale F2= Refund
Choose F1 for Sale	Swipe Card Acct:
Swipe Card or Enter account number and press OK	F1 = Credit; F2 = Debit; F3 = EBT
Choose F2 for Debit	Exp Date (MMYY):
Enter Expiration Date and press OK	Clerk ID:
Enter Clerk ID and press OK	Invoice No.:
Enter Invoice Number (6 digits) and press OK	Amount :
Enter Amount of the sale and press OK	Tax:
Enter Amount of the tax or press OK to bypass	Appr Code:
Enter 6 digit approval code and press OK	Auth Source Code:
Enter Auth Source code {From receipt} and press OK	Trans ID:
Enter Trans ID {From receipt} and press OK	Validation Code:
Nothing on receipt to enter here OK to bypass	Trace:
Enter Trace Number {From receipt} and press OK	Retrieval:
Enter Retrieval Number {From receipt} and press OK	Network
Enter in (1 Letter) Network Code {From receipt} and press OK	Settle Date (MMDD)
Enter Settle Date {From receipt} and press OK	Connect, Approved Receipt Prints - Print Customer Copy F1 = No; F2 = Yes
Press F2 for Yes	Customer Copy Prints

Reports

Totals Report EMS 8800 3.4.0	
<u>Action</u>	<u>Display</u>
From Home Menu Choose TSYS	F1 = Sale; F2 = Void; F3 = Refund; F4 = Phone Order
Press Report	F1 = Totals Report; F2 = Detail Report; F3 = Server Reports; F4 = Rpt card type
Press F1 for Totals Report	Report will Print

Detail Report EMS 8800 3.4.0	
<u>Action</u>	<u>Display</u>
From Home Menu Choose TSYS	F1 = Sale; F2 = Void; F3 = Refund; F4 = Phone Order
Press Report	F1 = Totals Report; F2 = Detail Report; F3 = Server Reports; F4 = Rpt card type
Press F2 for Detail Report	Report will Print

Server Report EMS 8800 3.4.0	
<u>Action</u>	<u>Display</u>
From Home Menu Choose TSYS	F1 = Sale; F2 = Void; F3 = Refund; F4 = Phone Order
Press Report	F1 = Totals Report; F2 = Detail Report; F3 = Server Reports; F4 = Rpt card type
Press F3 for Server Report	F1 = Totals Report; F2 = Detail Report; F3 = Unadjust Report; F4 = Server Table; Down Arrow 1 time F1 = IRS Tip Report
Choose from any of these reports F1 = Totals Report; F2 = Detail Report; F3 = Unadjust Report; F4 = Server Table; Down Arrow 1 time F1 = IRS Tip Report	Report will Print

Card Type Report EMS 8800 3.4.0

<u>Action</u>	<u>Display</u>
From Home Menu Choose TSYS	F1 = Sale; F2 = Void; F3 = Refund; F4 = Phone Order
Press Report	F1 = Totals Report; F2 = Detail Report; F3 = Server Reports; F4 = Rpt card type
Press F4 for Card Type Report	Report will Print

Batch Totals EMS 8800 3.4.0

<u>Action</u>	<u>Display</u>
From Home Menu Choose TSYS	F1 = Sale; F2 = Void; F3 = Refund; F4 = Phone Order
Press ▼ 2 Times Press F4 for Batch Totals	Shows Sales Summary, Refund Summary and Total Settlement Amount –

Reprint Receipt EMS 8800 3.4.0

<u>Action</u>	<u>Display</u>
From Home Menu Choose TSYS	F1 = Sale; F2 = Void; F3 = Refund; F4 = Phone Order
Press Reprint	Last Trans = F2; Any Receipt = F3
If Last Receipt press F2	Receipt will Print – Prnt Cust Copy F1=No F2=Yes
Choose F2=Yes to Print Customer Copy ; F1 goes back to 1st choice	
If Any Receipt press F3:	Rec #:
Enter Record Number and press OK	Receipt will Print – Prnt Cust Copy F1=No F2=Yes
Choose F2=Yes to Print Customer Copy ; F1 goes back to 1st choice	

Tip Adjustment

Tip Adjust by Clerk EMS 8800 3.4.0

<u>Action</u>	<u>Display</u>
From Home Menu Choose TSYS	F1 = Sale; F2 = Void; F3 = Refund; F4 = Phone Order
Press Adjust	F1 = Clrk; F2= Amt; F3 = Acct; F4 = Rec#
Choose F1 for Clrk	Clerk ID:
Enter Clerk ID and press OK	Shows Transaction F1 = Adj; F2 = Next
To scroll to the next transaction hit F2 for NEXT, to adjust hit F1	Current Tip Amount shows; asks for the new tip amount
Enter Amount of the tip and press OK	Connect, Approved Receipt Prints - Print Customer Copy F1 = No; F2 = Yes
Press F2 for Yes	Customer Copy Prints

Tip Adjust by Amount EMS 8800 3.4.0

<u>Action</u>	<u>Display</u>
From Home Menu Choose TSYS	F1 = Sale; F2 = Void; F3 = Refund; F4 = Phone Order
Press Adjust	F1 = Clrk; F2= Amt; F3 = Acct; F4 = Rec#
Choose F2 for Amt	Amount:
Enter Dollar Amount of sale and press OK	Shows Transaction F1 = Adj; F2 = Next
To scroll to the next transaction hit F2 for NEXT, to adjust hit F1	Current Tip Amount shows; asks for the new tip amount
Enter Amount of the tip and press OK	Connect, Approved Receipt Prints - Print Customer Copy F1 = No; F2 = Yes
Press F2 for Yes	Customer Copy Prints

Tip Adjust by Account EMS 8800 3.4.0

<u>Action</u>	<u>Display</u>
From Home Menu Choose TSYS	F1 = Sale; F2 = Void; F3 = Refund; F4 = Phone Order
Press Adjust	F1 = Clrk; F2= Amt; F3 = Acct; F4 = Rec#
Choose F3 for Acct	Last 4 digits.:
Enter last 4 digits of the card number press OK.	Shows Transaction F1 = Adj; F2 = Next
To scroll to the next transaction hit F2 for NEXT, to adjust hit F1	Current Tip Amount shows; asks for the new tip amount
Enter Amount of the tip and press OK	Connect, Approved Receipt Prints - Print Customer Copy F1 = No; F2 = Yes
Press F2 for Yes	Customer Copy Prints

Tip Adjust by Record Number EMS 8800 3.4.0

<u>Action</u>	<u>Display</u>
From Home Menu Choose TSYS	F1 = Sale; F2 = Void; F3 = Refund; F4 = Phone Order
Press Adjust	F1 = Clrk; F2= Amt; F3 = Acct; F4 = Rec#
Choose F4 for Rec #	Record Number:
Enter record number on receipt press OK.	Shows Transaction F1 = Adj; F2 = Next
Cannot scroll to the next transaction, hit F1 to adjust.	Current Tip Amount shows; asks for the new tip amount
Enter Amount of the tip and press OK	Connect, Approved Receipt Prints - Print Customer Copy F1 = No; F2 = Yes
Press F2 for Yes	Customer Copy Prints

Server Options

Add Server EMS 8800 3.4.0	
<u>Action</u>	<u>Display</u>
From Home Menu Choose TSYS	F1 = Sale; F2 = Void; F3 = Refund; F4 = Phone Order
Press ▼ key until screen displays Server Setup - Press the F Key for Server Setup	F1 = Log On Server; F2 = Log Off Server; F3 = Add Server; F4 = Modify Server; ▼ F1 = Delete Server; ▼ F2 = Clr All Servers
Press F3 for Add Servers	Clerk ID:
Enter Clerk ID and press OK	Password:
To create type in a password (can be specific for managers or the same as the clerk id) and press OK	Reenter:
Enter password again and press OK	Clerk Added
Press OK	Screen will go back to Clerk ID
Cancel 2 times to exit	Terminal will go back to main screen

Modify Server (Change Password) EMS 8800 3.4.0	
<u>Action</u>	<u>Display</u>
From Home Menu Choose TSYS	F1 = Sale; F2 = Void; F3 = Refund; F4 = Phone Order
Press ▼ key until screen displays Server Setup - Press the F Key for Server Setup	F1 = Log On Server; F2 = Log Off Server; F3 = Add Server; F4 = Modify Server; ▼ F1 = Delete Server; ▼ F2 = Clr All Servers
Press F4 for Modify Servers	Clerk ID:
Enter Clerk ID and press OK	Old Password:
Enter old password and press OK	New Password:
Enter new password and press OK	Reenter:
Enter password again and press OK	Clerk Modified:
Press OK	Screen will go back to Clerk ID
Cancel 2 times to exit	Terminal will go back to main screen

Delete Server EMS 8800 3.4.0

<u>Action</u>	<u>Display</u>
From Home Menu Choose TSYS	F1 = Sale; F2 = Void; F3 = Refund; F4 = Phone Order
Press ▼ key until screen displays Server Setup	F1 = Log On Server; F2 = Log Off Server; F3 = Add Server; F4 = Modify Server; ▼ F1 = Delete Server; ▼ F2 = Clr All Servers
Press ▼ F1 for Delete Server	Clerk ID:
Enter Clerk ID and press OK	Password:
Enter password and press OK	Clerk Deleted
Press OK	Screen will go back to Clerk ID
Cancel 2 times to exit	Terminal will go back to main screen

Clear All Servers EMS 8800 3.4.0

<u>Action</u>	<u>Display</u>
From Home Menu Choose TSYS	F1 = Sale; F2 = Void; F3 = Refund; F4 = Phone Order
Press ▼ key until screen displays Server Setup	F1 = Log On Server; F2 = Log Off Server; F3 = Add Server; F4 = Modify Server; ▼ F1 = Delete Server; ▼ F2 = Clr All Servers
Press ▼ F2 for Clr All Server	F1 = No; F2 = Yes
F2 for Yes	Log Off Successful:
Press OK	Screen will go back to Clerk ID
Cancel 2 times to exit	Terminal will go back to main screen

Log On Server EMS 8800 3.4.0

<u>Action</u>	<u>Display</u>
From Home Menu Choose TSYS	F1 = Sale; F2 = Void; F3 = Refund; F4 = Phone Order
Press ▼ key until screen displays Server Setup - Press the F Key for Server Setup	F1 = Log On Server; F2 = Log Off Server; F3 = Add Server; F4 = Modify Server; ▼ F1 = Delete Server; ▼ F2 = Clr All Servers
Press F1 for Log On Server	Clerk ID:
Enter Clerk ID and press OK	Password:
Enter password and press OK	Reenter:
Enter password again and press OK	Login Successful:
Press OK	Screen will go back to Clerk ID
Cancel 2 times to exit	Terminal will go back to main screen

Log Off Server EMS 8800 3.4.0

<u>Action</u>	<u>Display</u>
From Home Menu Choose TSYS	F1 = Sale; F2 = Void; F3 = Refund; F4 = Phone Order
Press ▼ key until screen displays Server Setup - Press the F Key for Server Setup	F1 = Log On Server; F2 = Log Off Server; F3 = Add Server; F4 = Modify Server; ▼ F1 = Delete Server; ▼ F2 = Clr All Servers
Press F2 for Log Off Server	Clerk ID:
Enter Clerk ID and press OK	F1 = No; F2 = Yes
F2 for Yes	Log Off Successful:
Press OK	Screen will go back to Clerk ID
Cancel 2 times to exit	Terminal will go back to main screen

EBT Options

EBT Food Sale EMS 8800 3.4.0	
<u><i>Action</i></u>	<u><i>Display</i></u>
From Home Menu Choose TSYS	F1 = Sale; F2 = Void; F3 = Refund; F4 = Phone Order
Press F1 for Sale	Swipe Card Acct:
Swipe or Enter Card Number and press OK	Credit = F1 Debit = F2 EBT = F3
Choose F3 for EBT	Exp Date (MMYY):
Enter Expiration Date and press OK	Trans Type: F1 = Food; F2 = Cash
F1 for Food	Clerk ID:
Enter Clerk ID and press OK	Invoice No.:
Enter Invoice Number (6 digits) and press OK	Amount :
Enter Amount of the sale and press OK	Pin Number
Enter PIN number on pinpad:	Connect, Approved Receipt Prints - Print Customer Copy F1 = No; F2 = Yes
Press F2 for Yes	Customer Copy Prints

EBT Cash Sale EMS 8800 3.4.0

<u>Action</u>	<u>Display</u>
From Home Menu Choose TSYS	F1 = Sale; F2 = Void; F3 = Refund; F4 = Phone Order
Press F1 for Sale	Swipe Card Acct:
Swipe or Enter Card Number and press OK	Credit = F1 Debit = F2 EBT = F3
Choose F3 for EBT	Exp Date (MMYY):
Enter Expiration Date and press OK	Trans Type: F1 = Food; F2 = Cash
F2 for Cash	Clerk ID:
Enter Clerk ID and press OK	Invoice No.:
Enter Invoice Number (6 digits) and press OK	Amount :
Enter Amount of the sale and press OK	Pin Number
Enter PIN number on pinpad:	Connect, Approved Receipt Prints - Print Customer Copy F1 = No; F2 = Yes
Press F2 for Yes	Customer Copy Prints

Cash Withdrawal EBT EMS 8800 3.4.0

<u>Action</u>	<u>Display</u>
From Home Menu Choose TSYS	F1 = Sale; F2 = Void; F3 = Refund; F4 = Phone Order
Press ▼ 2 time and press F1 for Cash Withdrawal	Swipe Card Acct:
Swipe Card	Clerk ID:
Enter Clerk ID and press OK	Invoice No.:
Enter Invoice Number (6 digits) and press OK	Amount :
Enter Amount of the sale and press OK	Pin Number
Enter PIN number on pinpad:	Connect, Approved Receipt Prints - Print Customer Copy F1 = No; F2 = Yes
Press F2 for Yes	Customer Copy Prints

EBT Re-Enter EMS 8800 3.4.0

<u>Action</u>	<u>Display</u>
From Home Menu Choose TSYS	F1 = Sale; F2 = Void; F3 = Refund; F4 = Phone Order
Press ▼ 1 time and press F2 for Offline	F1 = Sale F2= Refund
Choose F1 for Sale	Swipe Card Acct:
Swipe Card or Enter account number and press OK	F1 = Credit; F2 = Debit; F3 = EBT
Choose F3 for EBT	Exp Date (MMYY):
Enter Expiration Date and press OK	Clerk ID:
Enter Clerk ID and press OK	Invoice No.:
Enter Invoice Number (6 digits) and press OK	Amount :
Enter Amount of the sale and press OK	Tax:
Enter Amount of the tax or press OK to bypass	Appr Code:
Enter 6 digit approval code and press OK	Auth Source Code:
Enter Auth Source code {From receipt} and press OK	Trans ID:
Enter Trans ID {From receipt} and press OK	Validation Code:
Nothing on receipt to enter here OK to bypass	Trace:
Enter Trace Number {From receipt} and press OK	Retrieval:
Enter Retrieval Number {From receipt} and press OK	Network
Enter in (1 Letter) Network Code {From receipt} and press OK	Settle Date (MMDD)
Enter Settle Date {From receipt} and press OK	Connect, Approved Receipt Prints - Print Customer Copy F1 = No; F2 = Yes
Press F2 for Yes	Customer Copy Prints

EBT Balance Inquiry EMS 8800 3.4.0

<u>Action</u>	<u>Display</u>
From Home Menu Choose TSYS	F1 = Sale; F2 = Void; F3 = Refund; F4 = Phone Order
Press ▼ 1 Time Press F4 for Ebt Balance Inquiry	Swipe Card Acct:
Swipe Card or Enter account number and press OK	Exp Date (MMYY):
Enter Expiration Date and press OK	Trans Type: F1 = Food; F2 = Cash
Select the appropriate trans type for which the inquiry is for.	Clerk ID:
Enter Clerk ID and press OK	Pin Number
Enter Pin Number and press OK	Connect, Approved Receipt Prints