

SHAZAM[®]

Hypercom ICE
5000/5500/
5500 Plus
Terminals

Transaction Quick Reference Guide

Merchant ID:

SHAZAM Customer Service
(866) 674-2926

Phone Transaction Authorization

Touch-tone: (800) 228-1111
Rotary-dial (voice): 228-1122



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Sales

Credit

1. Swipe card or manually enter card number and expiration date, Touch ENTER.
2. Enter sale amount.
3. Touch Yes or No.
 - Approval number displays on screen and prints on receipt.
 - Terminal dials host.
2. Sign screen for electronic receipt capture.
 - Use only the stylus provided on screen.
 - Approval number displays on screen and prints on receipt.

Debit

1. Touch Menu Bar at the top of screen.
2. Touch NEW TRANS.
3. Touch SALE.
4. Touch CREDIT.
5. Swipe card.
6. Enter sale amount.
7. Enter cash back amount.
8. Verify amount of transaction.
Touch YES or NO.
9. Ask customer to enter PIN on terminal keypad.
 - Terminal dials host.
 - Approval number displays on screen and prints on receipt.

EBT

1. Touch Menu Bar at the top of screen.
2. Touch NEW TRANS.
3. Touch EBT.
4. Swipe customer card or manually enter card number and expiration date, Touch ENTER.
5. Touch FOOD STAMP or EBT CASH.
6. Enter sale amount.
7. Enter cash back amount (available EBT CASH only).
8. Verify amount of transaction.
Touch YES or NO.
9. Ask customer to enter PIN on terminal keypad.
 - Terminal dials host.
 - Approval number displays on screen and prints on receipt.

Duplicate Receipt

Print

1. Touch Menu Bar at top of screen.
2. Touch REPRINT.
3. Touch LAST or INVOICE.
 - If LAST, the last transaction automatically prints. If INVOICE, enter invoice number from receipt.
 - Receipt prints.

Sales

Mail Order

1. Touch Menu Bar at the top of screen.
2. Touch NEW TRANS.
3. Touch forward arrow.
4. Touch M ORDER.
5. Swipe card or manually enter card number and expiration date. Touch ENTER.
6. Enter sale amount.
 - Terminal dials host.
 - Approval number displays on screen and prints on receipt.

Debit Cash Back Only

1. Touch Menu Bar at the top of screen.
2. Touch NEW TRANS.
3. Touch SALE.
4. Touch DEBIT.
5. Swipe card.
6. Enter sale amount.
7. Enter cash back amount.
8. Merchant verifies amount of transaction. Touch YES or NO.
9. Customer enters PIN on terminal keypad.
 - Terminal dials host.
 - Approval number displays on screen and prints on receipt.

Authorization Only

1. Touch Menu Bar at top of screen.
2. Touch NEW TRANS.
3. Touch FORWARD ARROW.
4. Touch AUTH.
5. Swipe card or manually enter card number and expiration date. Touch ENTER.
6. Enter sale amount.
 - Terminal dials host.
 - Approval number displays on screen and prints on receipt.

Ticket Only

1. Touch Menu Bar at top of screen.
2. Touch NEW TRANS.
3. Touch FORWARD ARROW.
4. Touch TICKET.
5. Swipe card or manually enter card number and expiration date. Touch ENTER.
6. Enter sale amount.
7. Enter approval code from voice authorization or approval number from authorization-only transaction.
 - Terminal dials host.
 - Approval number displays on screen and prints on receipt.

Gift Cards

Sale

1. Touch Menu Bar at the top of screen.
2. Touch NEW TRANS.
3. Touch GFT CRD.
4. Swipe card.
5. Enter sale amount.
 - Terminal dials host.
 - Approval number displays on screen and prints on receipt.

Activation

1. Touch Menu Bar at the top of screen.
2. Touch NEW TRANS.
3. Touch CRD ACT.
Note: Enter password, if required.
4. Swipe card.
5. Enter card dollar amount.
 - Terminal dials host.
 - Approval number displays on screen and prints on receipt.

Balance Inquiry

Gift Card

1. Touch Menu Bar at the top of screen.
2. Touch NEW TRANS.
3. Touch BALANCE.
4. Touch GFT CARD.
5. Swipe card or manually enter card number and touch ENTER.
 - Terminal dials host.
 - Approval number displays on screen and prints on receipt.

EBT

1. Touch Menu Bar at the top of screen.
2. Touch NEW TRANS.
3. Touch EBT.
4. Swipe card or manually enter card number and expiration date. Touch ENTER.
5. Touch FOOD STAMP or EBT CASH.
6. Ask customer to enter PIN on terminal keypad.
 - Terminal dials host.
 - Approval number displays on screen and prints on receipt.

Cash Advance

Credit

Note: Only financial institutions can perform credit cash advance transactions.

1. Touch Menu Bar at top of screen.
2. Touch NEW TRANS.
3. Touch CASH ADV.
4. Swipe card or manually enter card number and expiration date. Touch ENTER.
5. Enter sale amount.
6. Terminal dials host.
7. Ask customer to sign screen for electronic receipt capture.
 - Use only the stylus provided on screen.
 - Approval number displays and a receipt prints.

Void

1. Touch Menu Bar at the top of screen.
2. Touch BATCH.
3. Touch VOID.
4. Enter invoice number on terminal keypad and touch ENTER.
 - Verify void amount against receipt.
 - Void is complete.

1. Touch Menu Bar at top of screen.
2. Touch BATCH.
3. Touch VOID.
4. Enter invoice number on terminal key pad and touch ENTER.
Note: Verify void amount against receipt.
5. Customer enters PIN on terminal key pad.
6. Swipe card or manually enter card number and expiration date. Touch ENTER to complete void.

Note: Only financial institutions can perform credit cash advance transactions.

1. Touch Menu Bar at the top of screen.
2. Touch BATCH.
3. Touch VOID.
4. Enter invoice number on terminal keypad and touch ENTER to complete void.
Note: Verify void amount against receipt.

Refund

1. Touch Menu Bar at the top of screen.
2. Touch NEW TRANS.
3. Touch REFUND.
4. Touch CREDIT or DEBIT.
5. Swipe customer card or manually enter card number and expiration date. Touch ENTER.
6. Touch FOOD STAMP or EBT CASH to complete refund.

1. Touch Menu Bar at the top of screen.
2. Touch NEW TRANS.
3. Touch REFUND.
4. Touch EBT.
5. Swipe card or manually enter card number and expiration date. Touch ENTER.
6. Touch FOOD STAMP or EBT CASH.
7. Enter refund amount.
8. Customer enters PIN on terminal keypad.
Note: Approval number displays on screen and prints on receipt.

Batch/Closing

1. Touch Menu Bar at top of screen.
2. Touch BATCH.
3. Touch REVIEW.
4. Touch SCROLL to review current batch transactions. Use the forward or backward arrows to scroll through the transactions.
Note: Touch X in the upper right-hand corner of screen to exit.

1. Touch Menu Bar at top of screen.
2. Touch REPORTS.
3. Touch SUMMARY to scan batch totals and print a summary report.
4. Touch X in the upper right-hand corner of screen to exit.

1. Touch Menu Bar at top of screen.
2. Touch REPORTS.
3. Touch AUDIT to print report.

1. Touch Menu Bar at top of screen.
2. Touch BATCH.
3. Touch SETTLE.
4. Enter password.
Note: Terminal dials host, prints totals, and clears batch.

1. Touch Menu Bar at top of screen.
2. Touch REPORTS.
3. Touch BATCH.
4. Touch FIND.
5. Enter six-digit invoice number from receipt and touch ENTER.
6. Touch SCROLL to review the transaction.
7. Touch X in the upper right-hand corner of screen to exit.

Prior EBT Sale

Note: Enter each transaction separately.

1. Touch Menu Bar at top of screen.
2. Touch NEW TRANS.
3. Touch SALE.
4. Touch PRIOR EBT.
5. Manually enter card number.
6. Touch FOOD STAMP or EBT CASH.
7. Enter sale amount.
8. Enter authorization code number from EBT voucher.
 - Terminal dials host.
 - Approval number displays and a receipt prints.

Code	Terminal Display	Description
0	TRAN ACCEPTED or blank	Transaction approved.
3	INVALID MERCHANT	Merchant not supported on system.
11	SYSTEM ERROR	Format error in message.
12	SYSTEM ERROR	Invalid transaction.
13	AMOUNT ERROR	Invalid dollar amount.
19	RE-ENTER TRANS	Re-enter transaction.
22	RE-ENTER TRANS	Terminal cannot read card.
30	SYSTEM ERROR	Invalid information received from terminal.
31	NON-PARTICIPANT	Issuer not supported on system.
39	NO CREDIT ACCOUNT	No credit account found for PAN/CNN.
41	DECLINE	Lost card; warm status.
43	DECLINE	Stolen card; warm status.
50	DECLINE	Transaction is not approved; no specific reason provided.
51	DECLINE	Insufficient funds in requested account.
52	NO CHECKING ACCT	No checking account found for the PAN/CCN.
54	EXPIRED CARD	Card has expired date prior to current date.
55	INCORRECT PIN (optional)	Customer entered an incorrect PIN.
55	INVALID PIN	Rejected by SHAZAM mainframe PIN verification routines.
56	NO CARD RECORD	System cannot find card record for PAN/CCN.
57	TRAN NOT ALLOWED	Requested transaction not permitted to cardholder.
58	TRAN NOT ALLOWED	Requested transaction not allowed at terminal.
59	DECLINE	Request cardholder contact card issuer.
60	DECLINE	Cardholder exceeded withdrawal limit.
61	TRAN NOT ALLOWED	Restricted card; requested transaction not allowed.
63	NOT ENOUGH FUNDS EFT	Funds not available for requested food stamp/cash benefit transaction
65	EXCEEDS WITHDRAWAL FREQUENCY LIMIT	Cardholder has exceeded daily withdrawal frequency limit.
66	TRY AGAIN LATER	Hardware error at terminal.
75	PIN TRY EXCEEDED	Allowable number of PIN tries exceeded.
81	RE-ENTER TRANSACTION	Time out; response not received within time allowed.
82	CASHBACK LIMIT EXCEEDED	Cardholder has exceeded cash back limits.
84	SYSTEM UNAVAILABLE	SHAZAM network is not available and is unable to process transaction.
90	RE-ENTER TRANSACTION	Cutoff complete for terminal; cannot process prior day's business.
91	TRY AGAIN LATER	Issuer processor is not operational.
92	SYSTEM ERROR	Format or balancing error.
93	TRAN NOT ALLOWED	Transaction not supported by terminal.
94	SYSTEM ERROR	National debit card used for credit purchase; "Retry as debit" response code.
96	PIN LENGTH ERROR	Key encryption error.
97	INVALID CARD	Issuer cannot be found for routing; card not supported.

Terminal Display	Description
APPROVAL CODE	Two- to six-digit number that indicates transaction was approved.
CALL HELP-NA	Host not available to process transaction.
CALL HELP-NT	No terminal parameters.
CALL HELP-RE	Card reader error; retry the transaction.
CALL HELP-SE	System error.
CALL HELP-SQ	Sequence number is a duplicate; indicates a terminal or system error.
CALL HELP-TR	Invalid transaction.
CANNOT VERIFY TERMINAL ID	Call SHAZAM.
CARD ACTIVATED	Card activation complete.
CARD ERROR	Card magnetic strip is unreadable; manually enter card data.
CARD LIMIT EXCEEDED	Cardholder-entered amount is greater than terminal transaction limit.
DECLINED	Transaction declined by processor.
DEMON/INVALID	Card amount entered incorrectly at terminal.
DUPLICATE CARD	Card has been previously activated.
EXCESSIVE PIN TRIES	Cardholder exceeds PIN tries.
EXPIRED CARD	Card has an expired date.
FORMAT ERROR	Cannot process request.
INCORRECT PIN	Cardholder entered incorrect PIN.
INSUFFICIENT FUNDS	Amount requested by cardholder is unavailable.
INVALID ACCOUNT	Host declined card.
INVALID AMOUNTS	Invalid amount type on card.
INVALID CARD	Card unacceptable for payment.
INVALID CARD	Card cannot be activated.
INVALID TERMINAL ID	Call SHAZAM.
INVALID TRANSACTION	Unsupported transaction type.
INVALID TRANSACTIONS	Terminal does not support transaction type.
LINE BUSY	Terminal does not detect a dial tone; retry the transaction.
MAN ENT, NOT ALLOWED	Manual entry not supported.
NO CARD ON RECORD	Card type on system.
NO COMMS	Verify terminal is in dial mode.
PHONE AUTHORIZE	Unable to authorize; call for authorization.
PLEASE INITIALIZE OR CALL HELP-FE	Memory error, call SHAZAM. Requires boot program load and terminal configuration.
PLEASE TRY AGAIN-CE	Communication error, no line, or line busy.
PLEASE TRY AGAIN-LC	Communication error during data transfer.
PLEASE TRY AGAIN-ND	Error of unknown reason.
PLEASE TRY AGAIN-TO	Time out; host unavailable or not answering.
PLEASE WAIT	Terminal detects the carrier and is waiting for response.
REPLACE HANDSET	Terminal functions unavailable if handset is in use.
RE-TRY BATCH TRANS	Batch needs to be settled.
UNSUPPORTED CARD	Card unacceptable for payment.