

Open Solutions Nova ::: Retain	ail	PTIP QRG Open Solutions Nova Re	tail Version 2.0.0		::: PrimeTrex IP Quick Guide :::
Sale		Settlement	Void	Server Reports	Terminal Messages
Swipe Card		Select <settlement></settlement>	Select <void></void>	Press < Reports>	Read Card Error Magnetic stripe did not read.
[or] to key-enter:		Print out detail Report and total Report	Void last trans:	Select <server reports=""></server>	Swipe card again or manually key-in acct #
Select <sale></sale>		Select From	Select < Yes>	Print server totals:	Card Not Supported Card # not supported by host
Select < Credit> [or] < Debit>		<credit></credit>	Void other trans:	Select < Totals Report>	Check Printer Usually means no paper, add paper
Clerk ID	< o k >	PreAuth Trans Not completed	Select <no></no>	Print server details:	Trans Not Supported Trans is not supported in
Sale Amnt.	<ok></ok>	continue? <no> Cancel</no>	Select to retrieve by:	Select < Detail Report>	current mode
Acct.No	<ok></ok>	<yes> Begin Print</yes>	<rec#> [or] <acct#> <0</acct#></rec#>	<pre>Select <one> [or} <all></all></one></pre>	Settlement Failed Rejected batch. Call Help Desk
Exp.Date	<ok></ok>	Print out Batch totals Report	Number	[if F1] Clerk ID <ok></ok>	No Response Terminal did not receive
Password:	<ok></ok>	Print out settlement Report	Select from:	Print server table:	expected data from host. Try again
*Cash back	<ok></ok>	<debit></debit>	<yes> to void</yes>	Select <server table=""></server>	Error Response Terminal did not receive correct
*Customer Confirm Purchase	<ok></ok>	Print out Batch totals Report	<no> to cancel</no>		host response. Try again
*Customer Select Account	<ok></ok>	Print out settlement Report	<next> next record</next>	Force Post	No Match Found Input item cannot be found in
*Customer enters PIN	<ok></ok>	Key Exchange	< yes > For a cust copy	Select <force post=""></force>	terminal batch
Dialing Now		<all></all>		Clerk ID < ok >	Invalid (messages) Invalid Account no., amount, card,
Approval xxxxxx		PreAuth Trans Not completed		Sale Amnt: <ok></ok>	card no., length, invoice number, clerk ID, password
< yes > For a cust copy		continue? <no> Cancel</no>		Appr Code	Bad Account Swiped card can't pass mod 10
		<yes>Begin Print</yes>		Swipe Card	check, or length is less than 13
		Print out Batch totals Report		[or] To key-enter:	Line Busy: This message appears when the telephone
		Print out settlement Report		Acct. No. <ok></ok>	is busy.
Refund		Batch Review	PreAuth	Exp. Date <ok></ok>	NO Answer: This message appears when the moderm
Select < Refund>		Select <batch review=""></batch>	Select <preauth></preauth>	Password < ok >	handshake succeeds,but the dialing is not picked up.
Clerk ID	< ok >	Password <ok< td=""><td>Cleck ID < ok</td><td>> Dialing now</td><td>Reports</td></ok<>	Cleck ID < ok	> Dialing now	Reports
Refund Amnt	< ok >	Select to retrieve by:	PreAuth Amnt ol 	<pre>x> < yes > For a cust copy</pre>	Press < Report>
Swipe Card		< Cirk > [or] < Amt > [or]	Swipe Card		Print totals report:
[or] to key-enter:		<acct> [or] <rec#] <ok=""></rec#]></acct>	or] To key-enter:		Select <totals report=""></totals>
Acct. No.	<ok></ok>	Value to Retrieve By <ok< td=""><td>Acct. No. <ol< td=""><td>> PAUTH COMPL</td><td>Print detail report:</td></ol<></td></ok<>	Acct. No. <ol< td=""><td>> PAUTH COMPL</td><td>Print detail report:</td></ol<>	> PAUTH COMPL	Print detail report:
Exp. Date	<ok></ok>	Select <cmpl> <ok></ok></cmpl>	Exp. Date <ol< td=""><td>Select<pauth completion=""></pauth></td><td>Select < Detail Report></td></ol<>	Select <pauth completion=""></pauth>	Select < Detail Report>
Password	< 0k >	New Amount <ok< td=""><td>Password < ok</td><td>> Select Retrieve By:</td><td>Print card type report:</td></ok<>	Password < ok	> Select Retrieve By:	Print card type report:
< yes > For a cust copy		<yes> For a cust copy</yes>	Dialing now	< clrk >[or]< Am t>[or]	Select <card report="" type=""></card>
Reprint		Return to Trans Retrieve screen	< yes > For a cust copy	<acct>[or]<rec#></rec#></acct>	Print batch history report:
Press < Reprint>		Select < Prnt > to print receipt		Value to retrieve By <ok></ok>	Select <batch history=""></batch>
Reprint last trans:		Select <void> to void</void>		Select from:	Select by <date> [or] <batch num=""> [or] <all></all></batch></date>
Select <last receipt=""></last>		Select < Next > to next record		<no> Cancel</no>	Print PreAuth Report:
Reprint other trans:				<next> Next record</next>	Select < PreAuth Report>
Select <any receipt=""></any>				<yes> New Amount</yes>	Key Description
Record No.	< 0 k>			< yes > For a cust copy	To scroll screen menu: use up/down arrow keys
< yes > For a cust copy					To select from menu: press F1-F4 key
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