Debitek Cash Register Debit Card Terminal For Sharp 3310 Enhanced Registers Installation and Operation Manual

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Operating Instructions

The operation of the Sharp 3310 with a Debitek Cash Register Debit Card Terminal (DCT) is very similar to a non-card system. In normal operation, the only difference is which tender key is pressed to complete the transaction; use [DEBIT] for card and [CASH] for cash. Special procedures for debit card operation are covered below.

No Card

Pressing [DEBIT] with no card in the DCT causes the following error message:

COLLECT $x.xx

An alarm will sound. Ask the customer to insert their card, and the Debitek DCT will deduct the proper amount from the card. If the transaction was intended to be a cash sale and [DEBIT] was pressed in error, refund the previous card sale and re-enter the transaction as a cash sale. See the "Refunds" section in this manual for details on refunding a debit transaction.

Card Balance Too Low

If the amount of the transaction is greater than the balance on the card, the card balance will be reduced to $0.00, and the card will be ejected. The amount remaining will be displayed in the following message along with an alarm:

COLLECT $x.xx

The '$x.xx' is the remainder owed for the transaction. There are three methods of resolving the situation:

1. Collect the amount owed from another card - simply place the card into the reader and the amount will be deducted automatically.

2. Refund items whose total value is greater than the amount due - this is similar to a cash sale where the customer does not have enough money. As each item is refunded, the amount still owed will be displayed on the DCT. When enough items have been refunded, the display will change to:

    PAYOUT $x.xx

    The alarm will continue. Insert the customer's card and the amount shown on the display will be written to the card.

    If the amount refunded should happen to equal the amount owed, then the display will clear, the alarm will cease, and the operator is ready for the next transaction. See the "Refunds" section in this manual for details.

3. Issue an IOU - An IOU is issued by entering the amount to be collected by:

    [IOU] [SUBTOTAL] [DEBIT]

    For example, the DCT shows:

    COLLECT $1.25

    indicating that the customer owes $1.25. The customer does not have the value for this transaction on his card, nor enough money to pay in cash. The operator then enters:

    125 [IOU] [SUBTOTAL] [DEBIT]

    Note: Never close an IOU with [CASH] !!

    The customer should be asked to sign the register receipt, which the register operator retains. See the following section for information on how to repay an IOU.

Repaying an IOU

An IOU can be repayed either with cash or with a debit card. The procedures are listed below.

1. Cash Repay - For a cash repay, enter the amount of the IOU followed by:

    [REPAY] [SUBTOTAL] xxx [CASH]

The 'xxx' is the amount tendered. For example, a customer owes 73 cents, and presents the register operator with $1.00 to repay the IOU. The register operator would enter the following:

73 [REPAY] [SUBTOTAL] 100 [CASH]

(If the customer presents exact change for the repay, then the tendered amount may be omitted.)

2. Card Repay - For a card repay, enter the amount of the IOU followed by:

[REPAY] [SUBTOTAL] [DEBIT]

For example, a customer owes 73 cents and wishes to pay by debit card. The register operator would enter the following:

73 [REPAY] [SUBTOTAL] [DEBIT]

Refunds

Refunds of purchased items to the debit card work exactly as do cash refunds, except that the [DEBIT] key is used instead of the [CASH] key. There must be a card present in the DCT; if not, an alarm will sound and the following message will appear on the DCT display:

PAYOUT $x.xx

The '$x.xx' is the amount of the refund. Simply insert the customer's card in the DCT and the refund amount will be added to the present balance.

Correcting Entry Errors

Incorrect IOU

If an IOU is entered incorrectly, the error may be corrected by performing an equivalent repay. For example, a customer is $1.25 short on a debit card transaction. The cashier rings up an IOU as follows:

152 [IOU] [SUBTOTAL] [DEBIT]

The DCT responds with an alarm and the message:

PAYOUT $0.27

The operator realizes that the '5' and the '2' were reversed, and corrects the error as follows:

152 [REPAY] [SUBTOTAL] [DEBIT]

The operator may then perform the correct IOU transaction.

Incorrect Repay

If a repay is entered incorrectly, the error may be corrected by entering an equivalent IOU. For example, a customer wishes to repay a $1.25 IOU. The operator enters the following:

152 [REPAY] [SUBTOTAL] [DEBIT]

The operator realizes that the '5' and the '2' were reversed, and corrects the error as follows:

152 [IOU] [SUBTOTAL] [DEBIT]

The operator may then perform the correct repay transaction.

EJECT

The card may be ejected at any time by pressing the [EJECT] key. Note that the card ejects automatically at the end of either a cash or card transaction.

Turning Off the Alarm

Depressing the 'RETURN' button on the DCT for one second while an alarm is sounding will cause the alarm to cease.

Marrying Cards

To transfer funds from one card to another, insert the first card, then press and hold the 'RETURN' button on the DCT for three seconds. The card's balance will be reduced to zero, and the card will be ejected. The alarm will sound, and the following message will flash on the DCT display:

INSERT NEW CARD

Insert the second card. The balance of the first card will be added to the second card.

Interpreting the Debitek Report

Using the Debitek Data Collector, sales reports can be extracted from the Debitek DCT. The Debitek Data Collector generates a generic report for all system types (see the Debitek Users Manual for details on how to extract and interpret the report). The difference between the sample reports as shown in the users manual and the reports generated specifically for the Sharp 3310 Cash Register are covered below.

Sales by Line Item

For cash registers, this section of the report has been reserved for IOUs and Repays.

Price 1 / Period IOU	This represents the total dollar volume of IOUs since the last time the report data was cleared.
Price 2 / Period Repay	This represents the total dollar volume of Repays since the last time the report data was cleared.
Price 3	This represents a grand total dollar volume of IOUs.
Price 4	This represents grand total dollar volume of Repays.
Prices 5 - 11	These fields are not used for the Sharp 3310 and should be zero.

Examples:

• If Price 1 (Period total IOUs) was $21.35 and Price 2 (Period Repays) was $11.35, you have $10.00 in IOUs that have not been repayed in this period.

• On the same line, if Price 3 (Grand total IOUs) was $850.00 and Price 4 (Grand total Repays) was $800.00, you have a grand total of $50.00 in IOUs which have not been repayed.

Period Totals

This section summarizes the Debitek DCT period totals. All fields are as defined in the Debitek Users Manual, with the exception of the Price Total. This field should be ignored.

Programming the Sharp 3310 Enhanced for Use with Debitek DCTs

The following information is a brief description covering the programming of the Sharp 3310 Enhanced for use with the Debitek Cash Register Debit Card Terminal (DCT). This information is intended to be used only by a qualified Sharp 3310 technician.

Hardware

The Sharp 3310 cash register must be equipped with an ER-33RS2 serial communications board. The board should have port 2 set to 9600 baud. This board also requires the installation of the Sharp 3310 Enhanced Control Rom. The Debitek card terminal DCT will be connected to the RS-232 port of the ER-33RS2 board via Debitek cable. Also, the RS-232 communications must be enabled when programming the register.

Required Keys for the Sharp 3310

The Sharp 3310 must be programmed to provide five special keys. These keys are listed below, along with their type and the associated text that must be sent to the RS-232 port.

KEY	KEY TYPE	TEXT TRANSMITTED
DEBIT	TENDER	DEBIT [1]
CASH	TENDER	CASH_ [2]
NOSALE	NOSALE	EJECT
IOU	DEPARTMENT [3]	*IOU*
REPAY	DEPARTMENT [4]	REPAY
REFUND	REFUND [5]	--

NOTES:

[1] Program this key in the Charge 1 position. Set the Halo for this key to $300 or less.

[2] The '_' indicates a trailing space.

[3] The *IOU* key is a negative hash department.

[4] The REPAY key is a hash department.

[5] This key must send a negative value with the tender key.

NOTE: The High Amount Lock Out (HALO) must be set to no more than $300. Sales

greater than $300 may cause incorrect accounting.

Service Mode Programming

Service mode programming is required for the register to recognize the RS-232 board. Also, operation of the register is greatly speeded up by setting Option C of Job #913 to 1. An 'x' in the Code column indicates that the associated setting has no effect on Debitek operations.

Job #902

902 [.] [@] ABCD [CA/AT]

	Yes/No	Code
A		
RS-232C Communications Installed	2/0	2
Inter-Register Communications	1/0	x
Enter Sum ____		
B		
CAT Installed	4/0	4
Kitchen Printer		x
Enter Sum ____		
C		
Send Refund, Return, etc.	0/4	x
Slip Printer Installed	2/0	x
Fixed at 1		1
Enter Sum ____		
D		
Fixed at Zero		0
Enter Sum ____		

Job #913

913 [.] [@] ABCD [CA/AT]

	Yes/No	Code
A		
Print Tax Line ...	4/0	x
Validation Format ...	2/0	x
Content of Total	1/0	x
Enter Sum ____		
B		

Compulsory Finalize after #/SBTL key	4/0	x	
Print Mdse. Sub-total ...	2/0	x	
Fixed at 1		1	
	Enter Sum	____	

C
Low paper lockup	4/0	x	
Lock error buzzer	2/0	x	
Key buffer clear on Finalization	1/0	0	
	Enter Sum	____	

D
Drawer closing compulsory	4/0	x	
Lock up on misoperation	0/2	x	
Key Touch Sound	0/1	x	
	Enter Sum	____	

Job #914

Do not change from Master Reset default settings.

PGM2 Mode Programming

PGM2 programming covers several areas of register operation. Most important are having the charge keys post to the CAT port. Alpha descriptors are also changed in this programming mode.

Job #395

395 [.] [@] ABC [CA/AT]

Yes/No Code

A
Issuing report ...	1/0	1
	Enter Sum	____

B
Individual resetting ...	1/0	1
	Enter Sum	____

C
Issuing report ...	1/0	1
	Enter Sum	____

Job #370

370 [.] [@] XXYY [CA/AT]

    XX = 01 = timer count for ACK/NAK/EOT

    YY = 01 = timer count for authorization message

Job #371

371 [.] [@] XX [@] Y [ST] [CA/AT]

    XX = Charge key number

        58 Charge 1

        59 Charge 2

        60 Charge 3

        61 Charge 4

    Y = 1 = CAT required

Repeat Job 371 for Charge 1 through Charge 4, setting Y to 1.

Job #372, 373, and 374

Do not change from Master Reset default settings.

Job #234

This job code sets the text displayed when a key is pressed. The charge keys which are used for Debitek functions must have their text set as follows.

    234 [.] [@] 58 [@] DEBIT [CA/AT]

    234 [.] [@] 59 [@] P-DEBIT [CA/AT]

    234 [.] [@] 60 [@] CASH [CA/AT]

    234 [.] [@] 61 [@] EJECT [CA/AT]

Job #260

This job code controls how each media key functions. The charge keys used for Debitek functions must be programmed as follows. Any digit represented by an 'x'

is not relevant to a Debitek operation.

260 [.] [@] 58 [@] 1xxxxxxxxx1101 [CA/AT]

260 [.] [@] 59 [@] 1xxxxxxxxx1011 [CA/AT]

260 [.] [@] 60 [@] 1xxxxxxxxx0010 [CA/AT]

260 [.] [@] 61 [@] 1xxxxxxxxx1101 [CA/AT]

Job #262

This job code controls how large an amount each media key is allowed to tender. The amounts used by Debitek function charge keys must be programmed as follows.

262 [.] [@] 58 [@] 34 [ST] [CA/AT]

262 [.] [@] 59 [@] 34 [ST] [CA/AT]

Z1/X2/Z2 Mode Programming (Eject Key)

The [EJECT] key is a macro key that performs a $0.00 sale to charge key 4. This key should be programmed on the register, but not labeled to avoid inappropriate use. A direct lookup PLU with $0.00 value is recommended. Using this method, the [AUTO] key should be programmed as follows.

289 [.] [@] [AUTO] <PLU> [ST] [CH4] [AUTO] [CA/AT]

The [CA/AT] Key

The [CA/AT] key needs to be replaced by the [CH3] key for cash operations. Leave a normal [CA/AT] key on the keyboard for use in programming operations. Note that the key position formerly occupied by the [CA/AT] still functions as such in some programming modes.

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