

Credit Card Machine Procedures



- Check back of credit card for signature. If card is signed and transaction is under \$25, complete transaction by swiping card. For unsigned cards, ask for ID. **You do not need ID for signed cards with transactions under \$25.**
- Customers must produce state or federal photo ID for transactions over \$25 for verification of signature (Driver's License, Military ID, and State identification cards are acceptable).
- Cashier ensures name on ID and credit card match.
- Amount entered into credit card machine must exactly match amount of sale.
- **No signature is required for transactions under \$25.**
- Credit cards are never to be used for personal cash withdrawals or advances by customers or employees (this includes Little Caesars bonus and/or pay cards). Only managers are allowed to take sales manually.
- The magnetic strip (swiping) should be used for all purchases. If there is an issue with a card not being accepted by using the strip (swiping), notify shift manager for direction.
- If cashier has any issue with customer's credit card for a purchase (no ID, no signature, expired card, card declined etc.), cashier should ask for another form of payment.

In case of terminal problems, contact Fifth Third Product Services.

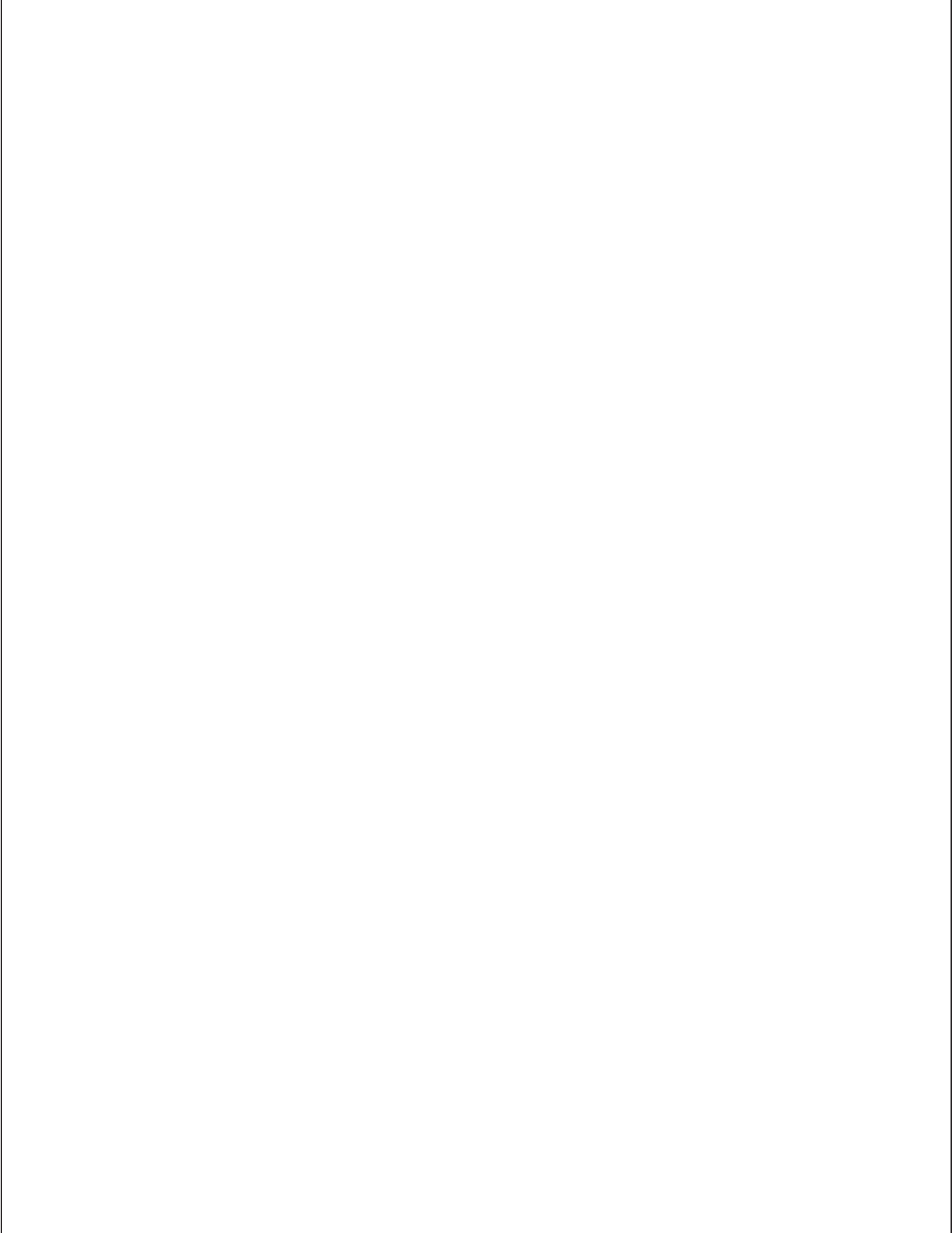
1-866-849-0587

Contact Cash Management for replacement tape.

1-313-983-6213



Post at: Front Counter Station



Credit Card Procedures



Omni Terminal

Credit Card Sale



WHEN THE TERMINAL DISPLAYS:

TAKE THIS ACTION

SALE GIFT VOID

Swipe Gift Card.

CHOOSE CARD

Press **CREDIT**.



CLERK ID

Type Clerk ID and press **ENTER**.



AMOUNT

Type amount and press **ENTER**.

DIALING or PROCESSING ... PRNT CUST COPY?

Press **YES** to print customer receipt.



Credit Card Procedures



Omni Terminal




Manual Credit Card Sale

Only managers are allowed to take sales manually.



WHEN THE TERMINAL DISPLAYS:

TAKE THIS ACTION

<i>SALE GIFT VOID</i>	Press SALE . 
<i>SWIPE OR ENTER ACCOUNT #</i>	Type card # and press ENTER . 
<i>EXP DATE (MMYY)</i>	Type expiration date of card in MMYY format and press ENTER .
<i>CLERK ID</i>	Type Clerk ID and press ENTER .
<i>AMOUNT</i>	Type amount and press ENTER .
<i>ZIP CODE</i>	Type customer's zip code and press ENTER .
<i>DIALING OR PROCESSING ... PRNT CUST COPY?</i>	Press YES to print customer receipt. 





Signatures are required for manual transactions.

Gift Cards



Omni Terminal

Activating Little Caesars Gift Cards

WHEN THE TERMINAL DISPLAYS:	TAKE THIS ACTION
<i>SALE GIFT VOID</i>	Press GIFT . 
<i>GIFT CARD MENU</i>	Press ACTIVATE . 
<i>SWIPE OR ENTER ACCOUNT #</i>	Swipe Gift Card through reader. Note: Manual activations are not allowed.
<i>CLERK ID</i>	Type Clerk ID and press ENTER . 
<i>AMOUNT</i>	Type desired amount and press ENTER .
<i>DIALING OR PROCESSING ... PRNT CUST COPY?</i>	
<i>YES and NO</i>	Press YES to print customer receipt. 

**Little Caesars Gift Cards
CAN NOT BE RELOADED.**

At the Register:

1. Enter value purchased for the card.
2. Push **CHK** (category 10) button on register.
3. Press **Subtotal**.
4. Press **Cash**.



Gift Cards



Omni Terminal

Redeeming Little Caesars Gift Cards

WHEN THE TERMINAL DISPLAYS:

TAKE THIS ACTION

SWIPE CUSTOMER CARD

Press **GIFT**.



GIFT CARD MENU

Scroll to and select **PURCHASE**.



SWIPE OR ENTER ACCOUNT #

Swipe Gift Card or manually input 16-digit card number and press **ENTER**.

AMOUNT

Type amount due and press **ENTER**.

CLERK ID

Type Clerk ID and press **ENTER**.



DIALING OR PROCESSING

NOTE: We do not give cash back.

AMOUNT DUE: \$X.XX or CASH BACK: \$X.XX

PRNT CUST COPY?

Press **YES** to print customer receipt. Receipt indicates amount due from customer or balance on card.



For Balance Inquiry:

1. Press **GIFT** (F3).
2. Press **INQUIRY** (F4).
3. Swipe gift card.
4. Enter Clerk ID and press **ENTER**.



Nightly Detail Reports






Credit Card Reports

Omni Terminal

WHEN THE TERMINAL DISPLAYS:





TAKE THIS ACTION

SALE GIFT VOID	Press REPORTS . 
PASSWORD	Type password and press ENTER . 
list of reports	Press TOTALS REPORT . 
PRINTING	Desired report prints.

Gift Card Reports

WHEN THE TERMINAL DISPLAYS:

TAKE THIS ACTION

SALE GIFT VOID	Press GIFT . 
gift card menu	Press MORE twice.  Press BATCH . 
BATCH OFFSET #	Press 0 (zero)* and ENTER . 
DIALING or PROCESSING	
APPROVED	Take the printed transaction summary.

*Press **1** (one) for previous batch, **2** (two) for batch before that, and so on to the tenth most recent batches. "0" is the most recent, "9" is the tenth.

Run these reports nightly after locking doors.

The credit card machine automatically "batches" at 1:00 am local time.

All reports need to be included in the Daily Cash Summary envelope.



Activating Little Caesars Gift Cards

WHEN THE TERMINAL DISPLAYS:

TAKE THIS ACTION

SWIPE CUSTOMER CARD

Press **G**.



GIFT CARD MENU

Press **01** and press **ENTER**.



SWIPE GIFT CARD

Swipe Gift Card.

Note: Manual activations are not allowed.

AMOUNT OF CREDIT \$0.00

Type desired amount and press **ENTER**.

DIALING or PROCESSING NOW

APPROVAL

Give receipt to customer. Print second copy for daily. Receipt includes confirmation of activation and indicates balance remaining on card.

At the Register:

1. Enter value purchased for card.
2. Push **CHK** (category 10) button on register.
3. Press **Subtotal**.
4. Enter cash received.
5. Press **CA/AT**.



**Little Caesars Gift Cards
CAN NOT BE RELOADED.**

Gift Cards



Hypercom Terminal

Redeeming Little Caesars Gift Cards

WHEN THE TERMINAL DISPLAYS:

TAKE THIS ACTION

SWIPE CUSTOMER CARD

Press **G**.



GIFT CARD MENU

Select **03** and press **ENTER**

SWIPE GIFT CARD

Swipe Gift Card through reader or manually input 16-digit card number and press **ENTER**.

AMOUNT OF CREDIT \$0.00

Type desired amount and press **ENTER**.

DIALING NOW

NOTE: We do not give cash back.

AMOUNT DUE: \$X.XX PRESS ENTER

If amount due is greater than available balance on card, collect additional money from cardholder, acknowledge amount due and press **ENTER**.

APPROVAL

Give receipt to customer. Receipt indicates amount due from customer or balance remaining on card. Print a second copy for the daily.



Nightly Detail Reports

Hypercom Terminal



Credit Card and Gift Card Reports

WHEN THE TERMINAL DISPLAYS:

TAKE THIS ACTION

SWIPE CUSTOMER CARD

Press **REPORTS**.



2-SERVER
3-AUDIT
4-SUMMARY
5-HISTORY
6-PERFORM

Press **3-Audit** and **ENTER**.



PRINTING

Desired report prints.



Run these reports nightly after locking doors.

The credit card machine automatically "batches" at 1:00 am local time.

All these reports need to be included in the Daily Cash Summary envelope.

Credit Card Procedures

Hypercom Terminal



Credit Card Sale



WHEN THE TERMINAL DISPLAYS:

SWIPE CUSTOMER CARD

ENTER SERVER NUMBER

AMOUNT \$0.00

DIALING NOW

APPROVAL XXXXXX

TAKE THIS ACTION

Swipe card through terminal.

Type Server Number and press **ENTER**.

Type amount and press **ENTER**.

Give receipt to customer.
Print second copy for Daily.

Credit Card Procedures

Hypercom Terminal



Manual Credit Card Sale

Only managers are allowed to take sales manually.



WHEN THE TERMINAL DISPLAYS:

TAKE THIS ACTION

SWIPE CUSTOMER CARD

Type card # and press **ENTER**.

ENTER SERVER NUMBER

Type Server Number and press **ENTER**.

AMOUNT \$0.00

Type amount and press **ENTER**.

EXPIRATION DATE (MMYY)

Type expiration date of card and press **ENTER**.

DIALING NOW

APPROVAL XXXXXX

Give receipt to customer.
Print second copy for Daily.