CRESCENT DIAMOND CONVERSION INSTRUCTIONS

1. **Do not accept:**
   - Company Checks
   - Payroll Checks
   - Third Party Checks
   - Traveler's Checks
   - Post-Dated Checks
   - Counter Checks
   - 2-Party Checks
   - Temporary Checks
   - Pre-Dated Checks
   - Money Orders

2. **Do not accept:** Checks drawn on non- USA banks, business checks, checks not written for goods or services (no check cashing).
All checks must be made out to your business name.

Electronic Check Conversion – The P.O.S. Process:

Merchant Must:

- Make certain the check writer's name and physical address appear on the front of the check prior to running the check through the check reader. **No P.O. Box addresses.**
- Run the check through the check reader.
- The terminal will print two receipts. Have check writer sign **MERCHANT COPY** of the receipt. Retain **MERCHANT COPY** for your records.
- After the check writer signs the **MERCHANT COPY** receipt, write **"VOID"** on check. Write check writer's driver license, phone number, and print the check writer's name under the signature of the **MERCHANT COPY** receipt.
- Hand the voided check and the unsigned **CUSTOMER COPY** receipt back to the check writer.
- If the check writer does not sign the authorization receipt, the item must be voided and the check manually deposited in the bank. A check cannot be voided after the terminal is batched out for the day.

Client Service: 800-614-4428

TO PERFORM AN ELECTRONIC CHECK CONVERSION	
TERMINAL PROMPT	ACTION
Idle Prompt	Press [CHECK]
Enter Server/Cashier #	If prompted, key in Server/Cashier #, Press [ENTER].
Amount $0.00	Key in amount of check, Press [ENTER].
Enter MICR #	Pass check through check reader.
Comms	Terminal dials host
Authorization # 123456	Approval # is displayed on screen and printed on receipt. Have check writer sign the receipt, print check writer's name under the signature then print the D.L. # and phone # on the receipt. **Note: If check is declined, provide the check writer with the printed receipt. It will contain the contact information of the company that has declined the check. The check writer should direct any inquiries to the printed company.**

TO VOID AN ELECTRONIC CHECK CONVERSION	
TERMINAL PROMPT	ACTION
Idle Prompt	Press [VOID]
Enter invoice #	Key in invoice #, Press [ENTER].
Invoice # amount $0.00 Correct? Yes or No	Press [ENTER] to confirm or press [NO] to cancel.
Enter MICR #	Pass check through check reader.
Transaction accepted	No action while receipt prints. Press [CANCEL] to release check.

TO PRINT BATCH REPORTS	
TERMINAL PROMPT	ACTION
Idle Prompt	Press [REPORTS]
2= SERVER 3=AUDIT	Press [3] for Audit or [4] for Summary Report and then press [ENTER]. Note: Use [ ] to scroll display.
00= ALL	Audit Report will display Host Numbers. Press [ENTER] to print all Hosts or key in Crescent Processing Check Host number and press [ENTER]. Note: Use [ ] to scroll display.

RESPONSE CODES AND ACTIONS	
DISPLAY:	ACTION TO TAKE:
AUTH # XXX-XXX	The check is verified
NO ACH	The check cannot be ACH processed. The check must be taken to the bank and deposited.
DECLINE	Account or ID is flagged with negative information. Accept at your own risk. *

*Note: whenever a check is declined, the customer must be informed as to how to contact the company issuing the decline. This information prints and must be provided to the customer. If no printer is attached, decline cards have been supplied in order to provide the customer with the information.