



Retail/Restaurant @dvantage™ Nurit Wireless Store and Forward

IMPORTANT REMINDER

Running transactions on the terminal when wireless signal is unavailable or inadequate

When authorizing a credit card purchase, a terminal prompt of "1. Retry 2. Offline" indicates that the terminal could not detect a signal with the wireless network. In this situation, the authorization cannot be processed in the normal manner, because the terminal cannot transmit the transaction to the host for approval. This situation introduces payment risk that doesn't normally exist.

If you answer "2. Offline" to the "1. Retry 2. Offline" prompt, you are directing the terminal to accept the transaction without obtaining approval from the issuer. When you indicate Offline, the terminal will print a normal looking receipt. However, the approval code for such a transaction will not be present and the receipt will indicate that the transaction was done in Offline mode. Therefore, by choosing Offline, you are assuming the risk of not being paid for the purchase in the event that a decline or other non-approval occurs when you have an adequate signal and can upload the batch.

Of course, you can press ESC to respond to the "1. Retry 2. Offline" prompt to avoid the risk described above. However, pressing ESC will require that you complete the payment transaction as if you have no terminal, or as if the terminal is temporarily broken. You have a number of alternatives here, including:

- Accept a different form of payment other than "plastic" from your customer (e.g., cash, check)
- If you have a cell phone and there is cell phone coverage at your location, call for a voice authorization and then enter the transaction into the terminal as per your documented instructions for processing a "Force" transaction. Cellular coverage and wireless data coverage utilize completely different technologies and networks, so cell phone coverage may be available in the same spot where wireless data coverage is weak or unavailable

Note: It is recommended that you take an imprint of the customer's card whenever you process a transaction outside the normal terminal swipe/transmit procedure.

Remember, use of the terminal's offline processing capability when wireless signal coverage is unavailable is your decision.

This notice, which is effective immediately, constitutes an amendment to your Agreement which will become binding upon your deposits of sales or credit slips after receipt of the terminal.