Cajun Cash Off-Campus Data Collection Terminal Procedures

Cajun Cash Contacts

For immediate assistance during the day call 337-851-2273.
Hours of operation are M-Th. 7:30a.m. – 5:00p.m. & Fridays 7:30a.m. – 12:30p.m.

For technical assistance after hours, please call 482-1318 (Justin Mire)

For terminal/printer problems ask for Justin Mire (Assistant Director) or Gus (IT Specialist).
For billing or general questions ask for Jennifer Fontenot (Marketing & Business Coordinator).
The head of the Cajun Card Office is Mr. Lucien Gastineau (Director).

Welcome to the Cajun Cash Off-Campus Program! In order to provide secure and accurate transactions there are a few procedures that should be followed.

Terminal Procedures:

Login to DCT:
1. Press [**IN**] 3 times
2. Swipe **Cashier Card**
3. Press **[ENT]**

Sales:
1. Type in amount. Example: $12.99 would be entered as 1299.
2. Press [**ENT**]
3. Press [**END**]
4. Swipe **Cajun Card**
5. For sales with no Cajun Card, Press [**F1**], Press **[ENT],** type in **Cajun Card Number,** Press **[ENT].** (Shows balance for a few seconds while printing receipt.)

Refunds:
1. Press [**YES**]
2. Type in amount
3. Press [**ENT**]
4. Press [**END**]
5. Swipe **Manager Card**
6. Swipe **Cajun Card**
7. For sales with no Cajun Card, Press [**F1**], Press **[ENT],** type in **Cajun Card Number,** Press **[ENT].** (Shows balance for a few seconds while printing receipt.)

Check Balance (with Cajun Card Present):
1. Press **[F2]**
2. Swipe **Cajun Card**
3. Press [**ENT**]
4. Wait for balance
5. Press **[ENT]** to clear screen.

Check Balance (without Cajun Card Present):
1. Press **[F2]**
2. Press **[F1]**
3. Press **[ENT]**
4. Type in Cajun Card number
5. Press **[ENT] 2** times
6. Press **[ENT]** to clear screen.

Logout to DCT:
1. Press [**OUT**] 3 times
2. Swipe **Cashier Card**
3. Press [**ENT**]
4. Press [**ENT**]
5. Wait until you see cashier number
6. Press [**ENT**]
7. Press [**ENT**]

Terminal Troubleshooting:

If terminal reads **"System Down"**, then follow these directions:

1. Check to make sure your network is up and running and you are able to process credit card transactions on your system. If your system is down, then the Cajun Card terminal will be down also because both should run via internet. Check with your local internet provider to resolve issue. May have to call us to reset terminal if you get a new static IP address. Please call the office at 337-851-2273
2. If your system is running properly, then unplug the Cajun Card terminal for a few seconds then plug back in. If it still says system down, call the Cajun Card office.

If terminal reads "**Not Allowed**", then follow these directions:

1. "Not Allowed" means that you are swiping the Cajun Card before entering the amount of transaction. Even though the terminal says swipe card, you must enter the transaction amount first. Please follow terminal procedures.

If terminal reads "**Bad Swipe**", then follow these directions:

1. First ask if they are a current registered student/faculty/staff member. If yes, then their card should read properly. Try card again (2 to 3 times).
2. If card still fails, unplug terminal for a few seconds then plug back in. Re-try card. If it still reads bad swipe, their card may be damaged. Please direct them to the Cajun Card Office.

If terminal reads "**Insufficient Balance**", then follow these directions:

1. Insufficient balance means that the student doesn't have any Cajun Cash on their card or doesn't have enough to cover the transaction amount.
2. If student is persistent on telling you they do have money on their card, ask if they might have a "declining balance" (DB) instead of Cajun Cash. "Declining Balance", is a set amount of money on their card to be used at On-campus dining areas only and is part of their UL meal plan. "declining balance" cannot be used for purchases at your store.
3. If they are still persistent, you can always do a balance check by following the procedures listed. For example the customer may think they have $10 but you can do a balance check and show them they actually have only $6.00 in which this will not cover their purchase.
4. Bottom line, if it says "insufficient balance", they do NOT have the funds to pay for their purchase. Another form of payment must be used.

If terminal reads "**Acct Expired**", then follow these directions:

1. This means that the card has expired in the Cajun Card database. This does not mean that the student's card is not good anymore, so please do not dismiss the cardholder. For account expirations, please call the office during business hours and someone can update the cardholder's account over the phone if the cardholder is current and there are no other problems associated with the card. Once the expiration date is fixed over the phone, you can then try their card again.
2. If it is after hours, please tell the cardholder they will have to come to our office or call us during normal business hours to discuss problems with their expiration date.

*Please note: Please remember any network outages/glitches in the UL system may cause the terminal to go down at anytime. Normally just unplugging and re-plugging the terminal will fix the problem. During the Cajun Card normal business hours of 7:30 a.m. to 5:00 p.m. Monday thru Thursday and 7:30 a.m. to 12:30 p.m. on Fridays, you may call 337-851-2273 for any questions, manual balance checks and/or adjustments. After hours, please call 337-482-1318. If there is no answer, please leave a message and someone will return your call.