

Ingenico Quick Reference Guide

SALE – CREDIT/DEBIT/EBT

Terminal Display	Your Action
Idle Prompt	Press Enter
Transaction Menu	Select Sale
Sale Menu	Select Transaction Type
Enter Sale Amount	Type sale amount and press Enter
Confirm Amount	Select Yes to confirm amount
Swipe/Insert/Tap/Key	Insert, Tap, Swipe or Key card number Note: Prompts for Exp. Date on keyed entries
{CARD BRAND} Selected Verifying Card	No activation required
Enter CVC	(If Enabled – Manual Entry) Type 3 or 4 digit code from back of the card and press Enter or Press Enter to bypass
1 – Unreadable 2 – Not Present	(No CVC Code Entered) Select appropriate option
Enter Address	(If Enabled – Manual Entry) Type billing address of cardholder and press Enter
Enter Postal Code	(If Enabled – Manual Entry) Type billing Zip Code of cardholder and press Enter
Enter PIN	(If required) Instruct customer to type PIN and press Enter Note: Customer Action Screen
Connection...	Terminal will go out for approval
App Amt: \$XX.XX Bal Due: \$XX.XX Press Enter	(If Enabled – Amount of Sale exceeds balance on Pre-Paid card) Terminal displays the Approved Amount and the Balance Due (amount still owed by customer). ACCEPT ANOTHER FORM OF PAYMENT FOR THE BALANCE DUE. Initiate a void to cancel the transaction and return the approved amount to the card.
Instruct Customer to Remove Card	(EMV Contact) Instruct customer to remove cards Note: Customer Action Screen
Enter Customer PO Number	(Commercial Card) Type Customer PO Number and press Enter or Press Enter to bypass
Enter Tax Amount	(Commercial Card) Type Tax amount and press Enter to bypass
Tax Status	(Tax Amount Bypassed) Select Tax Status
Captured Printing	(Adjustments Only) Receipt prints if enabled
Customer Copy? Yes No	Select desired customer receipt option

ADJUSTMENTS/REPRINT

Terminal Display	Your Action
Idle Prompt	Press Enter
Transaction Menu	Scroll Menu and select Other
Other Trans Menu	Select transaction type
Enter Password	(If enabled) Type password and press Enter
Reprint Options	(Reprint Only) Select reprint option
Reprint Pre-Auth	(Reprint Only) Select Yes for Pre-Auth or No for other
Retrieval Method	Select retrieval method
Enter Reference	Type retrieval reference and press Enter
{Transaction Data}	Press F4 to Adjust/Reprint. Use F2/F3 to scroll transactions
Captured	(Adjustments Only)
Adjust Another?	(Adjustment Only) select desired option
Receipt Options	(Reprint Only) Select receipt type

VOID/CANCEL A TRANSACTION

Terminal Display	Your Action
Idle Prompt	Press Enter
Transaction Menu	Select Void
Enter Password	(If enabled) Type Supervisor Password and press Enter
Void Pre-Auth	(Pre-Auth) Select Yes for Pre-Auth or No for Other
Retrieval Option	Select All or Retrieval Reference for a specific transaction
{Retrieval Method}	(Specific Retrieval Method) Type retrieval reference data and press Enter
{Transaction details}	Press F4 to void current transaction, use F2/F3 to scroll transaction
Confirm Void	Select Yes to Void or No to cancel
Approved 123456	

REFUND A TRANSACTION

Terminal Display	Your Action
Idle Prompt	Press Enter
Transaction Menu	Select Return
Enter Password	(If Enabled) Type password and press Enter
Return Menu	Select transaction type
1 – Foodstamp 2 – Voucher	(EBT Only) Select transaction type
Enter Clerk ID	(If Enabled) Type Clerk ID and press Enter
Enter Amount	Type return amount and press Enter
Swipe/Insert/Tap/Key Card	Input account number and press Enter Note: Terminal prompts for exp date on manual entry of credit card number. Debit is swipe only.
Enter PIN	(Debit/EBT Only) Instruct customer to type PIN and press Enter
Approved 123654	

SETTLEMENT

Terminal Display	Your Action
Idle Prompt	Press Enter
Transaction Menu	Scroll Menu and select Settlement
Enter Password	(If enabled) Type password and press Enter
1 – Cr/Db/Eb/Gc 2 - Check	Select Settlement option
Close Batch and Deposit Funds?	Select Yes to confirm settlement or No to Reject it.
Printing...	Terminal prints specified settlement report.
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