

CREDIT SALE

- Press **1**
- Select **CREDIT**
- Enter sale amount and press **ENTER**
- Swipe/Insert/Tap/Key card
 - Have customer enter PIN on PIN Pad and press **ENTER**
- Terminal dials out, and receipt prints
 - Remove the card

PHONE/MAIL ORDER

- Select **1**
- Select **CREDIT**
- Enter sale amount and press **ENTER**
- Manually enter card number and press **ENTER**
- Enter expiration date (MMYY) and press **ENTER**
- Card Present? Choose **YES** or **NO**
- Enter V-Code/CID Code and press **ENTER**, or press **ENTER** to bypass
 - If bypassed, select **1** (Unreadable), **2** (Not Present), or **3** (Not Provided)
- Enter street address number and press **ENTER**, or press **ENTER** to bypass
- Enter Zip Code and press **ENTER**, or press **ENTER** to bypass
- Terminal dials out, and receipt prints

PIN-BASED DEBIT SALE (Swipe Only)

- Press **1**
- Select **DEBIT**
- Enter sale amount and press **ENTER**
- Swipe card
 - Enter cash back amount and press **ENTER**, or press **ENTER** to bypass
- Have customer enter PIN on PIN pad and press **ENTER**
- Terminal dials out, and receipt prints

CREDIT REFUND

- Press **2**
- Select **CREDIT**
- Enter password, and press **ENTER**
- Enter refund amount and press **ENTER**
- Swipe/Insert/Tap/Key card
 - Enter expiration date (MMYY) and press **ENTER**
- Terminal displays Captured, and receipt prints
 - Remove the card

EBT SALE (Food Stamps/Cash Benefits)

- Press **1**
- Select **EBT**
- Select transaction type
- Enter sale amount and press **ENTER**
 - If Cash Benefits, enter cash back amount and press **ENTER**
- Swipe, insert or tap card
- Have customer enter PIN on PIN pad and press **ENTER**
- Terminal dials out, and receipt prints

EBT REFUND (Food Stamps Only)

- Press **2**
- Enter password, and press **ENTER**
- Select **EBT**
- Press **ENTER**
- Enter refund amount and press **ENTER**
- Swipe/Insert/Tap/Key card
- Have customer enter PIN on PIN Pad and press **ENTER**
- Terminal dials out, and receipt prints

EBT DEFINITIONS

ELECTRONIC VOUCHER - Form which is completed by a merchant when a Food Stamp transaction authorization cannot be received through the terminal.

FCSID (FOOD AND CONSUMER SERVICES IDENTIFIER) - Identifies a merchant as approved to accept Food Stamps.

VOUCHER AP (VOUCHER APPROVAL CODE) - A Voice Authorization App Code received when a Food Stamp transaction authorization through the terminal is not possible. To obtain, call the Voice Authorization Center (1-888-328-9211).

VOUCHER S/N (VOUCHER SERIAL NUMBER) - A pre-printed number found on an Electronic Voucher Form.

DELETE TRANSACTION

Applies only to transactions within current batch

- Press **8**
- Select **DELETE TRANS**
- Select a search option
- Enter retrieval information, and press **ENTER**
- Choose **SELECT**
- Select **YES** to confirm deletion
- Press **CANCEL**

REVERSAL

Reversals may only be processed on sales within the current batch.

- Press **3**
- Select a search option
- Enter retrieval information, and press **ENTER**
- Choose **SELECT**
- Confirm reversal amount, choose **YES**
- Press **ENTER** to accept transaction
- Terminal dials out, and receipt prints

BALANCE INQUIRY

- Press **6**
- Select card type
- Swipe/Insert/Tap/Key card
- Terminal dials out, and receipt prints

AUTHORIZATION ONLY

- Press **8**
- Select **AUTH ONLY**
- Select **AMT AUTH**
- Enter authorization amount and press **ENTER**
- Swipe/Insert/Tap/Key card
- Terminal dials out, and receipt prints
 - Remove the card

OFFLINE

- Press **4**
- Enter password, and press **ENTER**
- Select **CREDIT**
- Enter original sale amount and press **ENTER**
- Swipe/Insert/Tap/Key card
- Enter approval code (six digits), and press **ENTER**
- Enter transaction ID (15 characters), and press **ENTER**
- Terminal displays Captured, and receipt prints
- Terminal displays Imprint Card Press Enter, press **ENTER**

NOTE: *Italicized steps are optional and may not be prompted for.*

TOTALS REPORT *(Open Batch Only)*

- Press **#**
- Select **REPORT MENU**
 - Details (each transaction)
 - Summary (total amounts)
 - Clerk
 - Unadjusted Tip
- Select **SUMMARY**
- Select **PRINT**
- Report prints

SETTLEMENT *(Closes Batch)*

- Press **7**
- Select **YES**
- Print Report? Choose **YES**
- Settlement report prints

TERMINAL MESSAGES

AMOUNT DUE/BALANCE DUE - A partial authorization has occurred. Ask customer for another form of payment for the remaining balance of the sale. Press **ACCEPT** to print the receipt. Press **CANCEL** to reverse the amount that was already approved.

AVS (ADDRESS VERIFICATION SERVICE) - Checks if the street address and ZIP code entered match the customer's billing address.

CALL - Call Voice Authorization Center. If approved, proceed with Offline Entry.

HOLD/CALL OR PICK UP CARD - Hold the card. Use Code 10 procedure. Call Voice Authorization Center.

CARD SWIPE ERROR - Magnetic stripe did not read. Swipe card again or manually key in account number.

COMM ERROR - A communication error has occurred. Check line connections, call Merchant Support.

GB (NUMBER) - Good batch. Batch transmission accepted.

QD (NUMBER) or RB (NUMBER) - Quit Duplicating or Rejected Batch. Call Merchant Support.

SETTLEMENT FAILED, RETRY - Settlement failed, call Merchant Support.

V-CODE - Verification Code. VISA, MasterCard and Discover 3 digit non embossed number found on card signature panel on back of card. AMEX 4 digit non embossed number found on or near embossed account number on front. V-Code may be prompted for on a manually entered transaction.

Quick Menu

1- Sale

2- Return

3- Reversal

4- Force

5- Tip Adjust (when enabled)

6- Balance Inquiry

7- Settlement

8- Other Transactions

Note: On transactions the terminal may prompt the merchant to pass the terminal to the card holder for the card holder to insert the chip card into, or swipe their card on the terminal. It will then prompt the customer to pass the terminal back to the merchant when the authorization has completed. To move to the next step after passing the terminal, press **ENTER.**

Store/Forward Mode is a way to input credit sales into the terminal when there is no communication method available. Sales are then authorized and settled when a communication method is available.




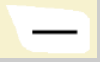





NOTE: Sales are not authorized until communication is available so there is a risk that the sale may not receive an approval. Call Merchant Support for more information.

INGENICO

iCT220, iCT250, iWL252

iWL255, TSYSEMV3.5

Retail

ICON/IMAGE	FUNCTION
	F1 - This is a variable key
	F2 - Press to scroll down
	F3 - Press to scroll up
	F4 - This is a variable key
	F Key - Press to access the System Menu. When entering text, press to specify letters and character.
	# Key - Press to access the Admin Menu for Reports and management
	Cancel - Press to immediately stop the current activity and return to the idle screen
	Clear/Back - Press to stop the current activity and restart the current activity, such as entering a password
	Enter - Press to confirm and continue with the activity in progress