

### CREDIT SALE

- Swipe Customer Card
- Select **CREDIT**
- Enter sale amount and press **ENTER**
- Enter tip amount and press **ENTER**
- Terminal dials out, and receipt prints

### 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**
- Enter tip amount and press **ENTER**
- Press **ENTER** to accept transaction
- 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), **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

### CREDIT REFUND

- Press **2**
- Select **CREDIT**
- Enter refund amount and press **ENTER**
- Swipe customer card or manually enter card # and press **ENTER**
- Select **CREDIT**  
- Enter expiration date (MMYY) and press **ENTER**
- Terminal displays Captured, and receipt prints

### PIN-BASED DEBIT SALE *(Swipe Only)*

- Swipe Customer Card
- Select **DEBIT**
- Enter sale amount and press **ENTER**  
- Enter cash back amount and press **ENTER**
- Have customer enter PIN on PIN pad and press **ENTER**
- Terminal dials out, and receipt prints

### PIN-BASED DEBIT RE-ENTER *(Prior Pin-Based Debit Transaction)*

- Press **5**
- Select **REENTER**
- Select **DEBIT**
- Select transaction type
- Enter sale amount and press **ENTER**
- Swipe customer card or manually enter card # and press **ENTER**
- Enter original transaction date (MMDDYY), and press **ENTER**
- Enter original time (HHMMSS), and press **ENTER**
- Enter retrieval reference number (12 digits), and press **ENTER**
- Enter original trace number (six digits), and press **ENTER**
- Enter network ID (three digits), and press **ENTER**
- Enter settlement date (MMDD), and press **ENTER**
- Enter approval code (six digits), and press **ENTER**
- Enter amount and press **ENTER**
- Enter cash back amount and press **ENTER**, or press **ENTER** to bypass
- Press **ENTER** to accept amount
- Terminal displays Captured, and receipt prints
- Press **CANCEL**

### ADD SERVER

- Press **#**
- Select **CLERK MENU**
- Select **ADD ID**
- Enter Server ID and press **ENTER**
- Add Another? Select **YES** or **NO**  
- If Yes, repeat steps to add another server

### TIP ADJUST

- Press **6**
- Select a search option
- Enter retrieval information, and press **ENTER**
- Choose **SELECT**
- Enter new tip amount and press **ENTER**
- Terminal displays Captured, and receipt prints
- Add Another? Select **YES** or **NO**  
- If Yes, repeat steps to add another server

### OEPN TAB

- Press **3**
- Select **OPEN**
- Enter tab amount and press **ENTER**
- Swipe customer card or enter card number and press **ENTER**
- Enter expiration date (MMYY) and press **ENTER**
- Card present? Choose **YES** or **NO**
- Enter Zip Code and press Enter, or press **ENTER** to bypass
- Terminal dials out, and receipt prints

### CLOSE TAB

- Press **3**
- Select **CLOSE**
- Enter retrieval information and press **ENTER**
- Choose **SELECT**
- Press **ENTER** to accept transaction
- Enter tip amount and press **ENTER**
- Terminal displays Captured, and receipt prints

### DELETE TAB

- Press **3**
- Select **DELETE**
- Enter retrieval information and press **ENTER**
- Choose **SELECT**
- Choose **YES**
- Terminal displays Tab Deleted, and receipt prints

### REVERSAL

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

- Press **4**
- Select a search option
- Enter retrieval information, and press **ENTER**
- Choose **SELECT**
- Press **ENTER** to accept transaction
- Terminal dials out, and receipt prints

### OFFLINE

- Press **4**
- Select **CREDIT**
- Enter original sale amount and press **ENTER**
- Swipe customer card or manually enter card # and press **ENTER**
- Enter approval code (six digits), and press **ENTER**
- Enter transaction ID (15 characters), and press **ENTER**
- Terminal displays Captured, and receipt prints

### AUTHORIZATION ONLY

- Press **8**
- Select **AUTH ONLY**
- Select **AMT AUTH**
- Enter authorization amount and press **ENTER**
- Swipe customer card or manually enter card # and press **ENTER**  
- Enter expiration date (MMYY) and press **ENTER**  
- Card present? Choose **YES** or **No**  
- Enter Zip Code and press **ENTER**, or press **ENTER** to bypass
- Terminal dials out, and receipt prints

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

### BALANCE INQUIRY

- Press **6**
- Select card type
- Swipe customer card or manually enter card # and press **ENTER**
  - If **CREDIT** enter expiration date (MMYY) and press **ENTER**
  - If **EBT** select type: **CASH BENEFITS**
  - If **EBT**, have customer enter PIN on PIN pad and press **ENTER**
- Terminal dials out, and receipt prints

### TOTALS REPORT (Open Batch Only)

- Press **#**
- Choose **REPORT MENU**
  - Details (each transaction)
  - Summary (total amounts)
  - Clerk
  - Open Pre-Auth
- Select **PRINT**
- Report prints

### SETTLEMENT (Closes Batch)

- Press **7**
- Select **YES**
- Print Report? Choose **YES** or **NO**
- 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** will 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.

### ICON/IMAGE FUNCTION

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

**INGENICO**  
**iCT220**  
**iCT250**  
**iWL252**  
**iWL255**  
**TSYSING01**

**Restaurant**

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. To enable Store/Fwd mode Press the [2] on the terminal and select ON. Call Merchant Support for more information.*