

CREDIT SALE

- Swipe Customer Card
- Select **CREDIT**
- Enter sale 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**
- 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

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**
- Press **ENTER** to accept transaction
- Terminal dials out, 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

EBT SALE *(Food Stamps/Cash Benefits)*

- Swipe Customer Card
- Select **EBT**
- Select transaction type
- Enter sale amount and press **ENTER**
- *If Cash Benefits, enter cash back amount and press ENTER*
- Have customer enter PIN on PIN pad and press **ENTER**
- Terminal dials out, and receipt prints

EBT SALE *(Electronic Voucher)*

Call EBT Voice Auth Number (1-888-328-9211) for Approval Code

- Press **4**
- Select **REENTER**
- Select **EBT**
- Select **VOUCHER**
- 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 (one character), and press **ENTER**
- Enter voucher number (15 digits), and press **ENTER**
- Enter approval code (six digits), and press **ENTER**
- Enter amount and press **ENTER**
- Terminal displays Captured, and receipt prints
- Press **CANCEL**

EBT REFUND

- Press **2**
- Select **EBT**
- Press **ENTER**
- Enter refund amount and press **ENTER**
- Swipe customer card or manually enter card # and press **ENTER**
- Select **ENTER** to accept amount
- Have customer enter PIN on PIN Pad and press **ENTER**
- Terminal dials out, and receipt prints

EBT OFFLINE *(Electronic Voucher)*

- Press **4**
- Select **REENTER**
- Select **EBT**
- Select **VOUCHER**
- Swipe customer card or manually enter card # and press **ENTER**
- Enter voucher number (15 digits), and press **ENTER**
- Enter approval code (six digits), and press **ENTER**
- Enter amount and press **ENTER**
- Terminal displays Captured, and receipt prints
- Press **CANCEL**

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

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.

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.

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

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

- Press **4**
- 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**

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

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

ICON/IMAGE FUNCTION

| | |
|--|--|
|  | F1 - This is a variable key |
|  | F2 - Press to scroll down |
|  | F3 - Press to scroll up |
|  | F1 - 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 |

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.

INGENICO
iCT220
iCT250
iWL252
iWL255
TSYSING01

Retail