

## Tip adjustment

| Terminal display               | Your action  |
|--------------------------------|--|
| Idle prompt                    | Press [ENTER]  |
| Transaction menu               | Select tip adjustment  |
| Search menu/<br>tip adjustment | Select all to review any untipped qualified transactions or desired retrieval reference for a specific transaction   |
| Retrieval method               | (All not selected) Select retrieval method   |
| Enter reference value          | (All not selected) Type reference value and press [ENTER]  |
| Transaction details            | Choose select to confirm transaction. F2/F3 can be used to scroll additional transaction if all select as reference. |
| Enter tip amount               | Type tip amount and press [ENTER]  |
| Confirmation screen            | Select accept capture (add tip) or change (edit tip amount)  |
| Captured                       | (Adjustment only)  |
| Adjust another?                | (Adjustment only) Select YES or NO   |

## Gift activation

| Terminal display      | Your action                                   |
|-----------------------|---|
| Idle prompt           | Press [ENTER]                                 |
| Transaction menu      | Scroll menu and select gift                   |
| Gift transaction menu | Select activation                             |
| Enter clerk ID        | Type clerk (or server) ID and press [ENTER]   |
| Enter amount          | Type amount and press [ENTER]                 |
| Swipe/key card        | Swipe or key account number                   |
| Connecting..          | Terminal will go out for card balance         |
| Customer copy?        | Select YES or NO to print a customer receipt. |

## Gift other transactions

| Terminal display      | Your action   |
|-----------------------|---|
| Idle prompt           | Press [ENTER]   |
| Transaction menu      | Scroll menu and select gift                             |
| Gift transaction menu | Select transaction type                                 |
| Enter clerk ID        | Type clerk (or server) ID and press [ENTER]             |
| Enter amount          | (Not applicable to close) Type amount and press [ENTER] |
| Swipe/key card        | Swipe or key account number                             |
| Connecting..          | Terminal connects to host                               |
| Customer copy?        | Select YES or NO to print a customer receipt            |

## Transaction adjustment/reprint

| Terminal display          | Your action   |
|---------------------------|---|
| Idle prompt               | Press [ENTER]   |
| Transaction menu          | Select other  |
| Other menu                | Select transaction adjustment or reprint                        |
| Reprint options           | (Reprint only) Select reprint option                            |
| Reprint pre-authorization | (Reprint only) Select YES for pre-authorization or NO for other |
| Retrieval method          | Select retrieval method   |
| Enter reference value     | Input reference value and press [ENTER]                         |
| Transaction details       | Select adjust or reprint. Note: F2/F3 can be used to scroll     |
| Captured                  | (Adjustment only)   |
| Adjust another?           | Select YES or NO  |

## Gift purchase

| Terminal display   | Your action   |
|--|---|
| Idle prompt  | Press [ENTER]   |
| Transaction menu   | Scroll menu and select gift   |
| Gift Transaction menu  | Select purchase   |
| Enter clerk ID   | Type clerk (or server) ID and press [ENTER]   |
| Enter amount   | Type amount and press [ENTER]   |
| Swipe/key card   | Swipe or key account number   |
| Connecting..   | Terminal connects to host   |
| Customer copy?   | Select YES or NO to print a customer receipt.   |
| App amount: \$XX.XX<br>Balance due: \$XX.XX<br>Press [ENTER] | (If enabled – Amount of sale exceeds balance on pre-paid card) Terminal displays the approved amount and balance due (amount owed by customer). Accept another form of payment for the balance due. Initiate void to cancel transaction and return the approved amount to card. |

## Gift balance inquiry

| Terminal display      | Your action                                 |
|-----------------------|---|
| Idle prompt           | Press [ENTER]                               |
| Transaction menu      | Scroll menu and select gift                 |
| Gift Transaction Menu | Select balance inquiry                      |
| Enter clerk ID        | Type clerk (or server) ID and press [ENTER] |
| Swipe/key card        | Swipe or key account number                 |
| Connecting..          | Terminal will go out for card balance       |

## Reports/batch inquiry

| Terminal display | Your action                                    |
|------------------|--|
| Idle prompt      | Press [.,#*]                                   |
| Admin menu       | Select reports                                 |
| Reports menu     | Select desired report or batch inquiry         |
| Reports Sub menu | (Reports) Select desired report                |
| Connecting..     | (Batch inquiry only) Terminal connects to host |
| Printing..       | (Batch inquiry only)                           |

## Gift batch inquiry

| Terminal display      | Your action                            |
|-----------------------|--|
| Idle prompt           | Press [ENTER]                          |
| Transaction menu      | Scroll menu and select gift            |
| Gift transaction menu | Select batch inquiry                   |
| Connecting..          | Terminal will go out for batch inquiry |

# Ingenico

## Quick reference guide



### Voice authorization phone numbers

Visa/Mastercard .....

American Express .....

Discover Network .....

Gift Card .....

Note: Chip card transactions can require customers to make decisions to complete a transaction. Prompts requiring a customer decision are noted as a Customer Action Screen.

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## Sale – credit/debit/EBT

| Terminal display  | Your action   |
|---|---|
| Idle prompt   | Press [ENTER]   |
| Transaction menu  | Select sale   |
| Sale menu   | Select transaction type   |
| Enter clerk ID  | (If enabled) Type clerk (or server) ID and press [ENTER] Note: Confirmation required for addition of new clerk or server  |
| Enter sale amount   | Type sale amount and press [ENTER]  |
| Confirm amount  | Select YES to confirm amount  |
| Tip required?   | (If enabled) Select YES or NO   |
| Tip amount  | (Tip YES) Type tip amount and press [ENTER]   |
| Swipe/insert/tap/key                                      | Insert, tap, swipe or key card number<br>Note: Prompts for exp. date on keyed entries   |
| Enter CVC   | (If enabled – manual only) Type 3 or 4 digit code on back of card after account number, press [ENTER] or press [ENTER] if unknown   |
| 1 – Unreadable<br>2 – Not Present                         | (If no CVC code) Select unreadable or not present   |
| Enter address   | (If enabled – manual only) Type billing address of cardholder and press [ENTER]   |
| Enter postal code   | (If enabled – manual only) Type billing zip code of cardholder and press [ENTER]  |
| Cash back?  | (If enabled) Select YES or NO   |
| Enter cashback amount                                     | (Cash YES) Type cash amount and press [ENTER]   |
| Accept/change   | (If cash/tip added) Select accept to confirm or change to enter a different amount  |
| Enter PIN   | (If required) Instruct customer to type PIN and press [ENTER]   |
| Connecting...   | Terminal connects to host   |
| App amt: \$XX.XX<br>Balance due: \$XX.XX<br>Press [ENTER] | (If enabled – Amount of sale exceeds balance on pre-paid card) Terminal displays the approved amount and balance due (amount owed by customer). Accept another form of payment for the balance due. Initiate void to cancel transaction and return the approved amount to card. |
| Remove card   | (EMV contact) Instruct customer to remove card. Note: customer action screen  |
| Customer PO number  | (Purchase card only) Type customer PO number and press [ENTER]  |
| Enter tax amount  | (Purchase card only) Type tax amount and press [ENTER]  |
| Tax status  | (If no tax amount) Select tax status  |
| Customer copy?  | Select YES or NO to print a customer receipt  |

## EMV notes

|   |
|---|
| Check card for a chip.  |
| When prompted for card entry, insert card with chip facing in and upward.   |
| Once inserted, the EMV card must remain in the terminal until the transaction is complete. Do not remove the card until prompted. |
| Follow screen prompts, the terminal will take you through the transaction step by step.   |
| Receipts are printed after the card is removed.   |

## 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<br>2 – Check                                      | Select settlement option   |
| Close batch and deposit funds?                                    | Select YES to confirm settlement or NO to reject it  |
| Removing stale Pre-authorization?<br>Accept<br>Cancel             | (If enabled) Select accept to reverse stale (expired) pre-authorizations. Select cancel to exit settlement process. If reversals are accepted the terminal will print a pre- authorization reversal report |
| Unadjusted tips Print report?<br>YES<br>NO                        | (If enabled) Select YES to print an unadjusted tips report. Press NO continue without printing a report  |
| Untipped Transactions in batch. Continue settlement?<br>YES<br>NO | (If enabled) Select YES to continue settlement with untipped transactions. Select NO to cancel settlement  |
| Printing...   | Terminal prints specified settlement report  |
| 00 ACCEPTED   |  |

## Return – credit/debit/EBT

| Terminal display     | Your action   |
|----------------------|---|
| Idle prompt          | Press [ENTER]   |
| Transaction menu     | Select return   |
| Return menu          | Select transaction type   |
| EBT return           | Select food stamp or voucher  |
| Enter clerk ID       | (If enabled) Type clerk (or server) ID and press [ENTER]                              |
| Enter sale amount    | Type sale amount and press [ENTER]  |
| Swipe/insert/tap/key | Insert, tap, swipe or key card number<br>Note: Prompts for exp. date on keyed entries |
| Enter PIN            | (If prompted) Instruct customer to type PIN and press [ENTER]                         |
| Connecting...        | Terminal connects to host   |
| Customer copy?       | Select YES or NO to print a customer receipt  |

## Void

| Terminal display       | Your action  |
|------------------------|--|
| Idle prompt            | Press [ENTER]  |
| Transaction menu       | Select void  |
| Void pre-authorization | Select YES or NO to voiding a pre-authorization  |
| Void pre-authorization | (Pre-authorization void) Select void all or one  |
| Retrieval options      | Select all or specific reference   |
| Retrieval reference    | (Reference retrieval) Type retrieval reference value and press [ENTER]                       |
| Transaction details    | Select transaction or use F2 and F3 to scroll available transactions                         |
| Confirm void           | Select YES to confirm or NO to cancel  |
| Confirm void           | (Pre-authorization void) Select accept to void total amount or change for a partial reversal |
| Enter new void amount  | (Partial reversal) Input new amount and press [ENTER]  |
| Connecting...          | Terminal connects to host  |
| Customer receipt?      | Select YES or NO to print a second receipt   |

## Balance inquiry

| Terminal display     | Your action   |
|----------------------|---|
| Idle prompt          | Press [ENTER]   |
| Transaction menu     | Select balance inquiry  |
| Enter password       | (If enabled) Type password and press [ENTER]  |
| Balance inquiry      | Select card type  |
| Enter clerk ID       | (If enabled) Type clerk (or server) ID and press [ENTER]                                  |
| Swipe/insert/tap/key | Insert, tap, swipe or key card number<br>Will be prompted for exp. date on manual entries |
| Enter PIN            | (If required) Instruct customer to type PIN and press [ENTER]                             |
| Connecting...        | Terminal connects to host   |

## Pre-authorization (auth only)

| Terminal display                  | Your action   |
|-----------------------------------|---|
| Idle prompt                       | Press [ENTER]   |
| Transaction menu                  | Select other  |
| Other menu                        | Select pre-authorization  |
| Enter clerk ID                    | (If enabled) Type clerk (or server) ID and press [ENTER]  |
| Enter sale amount                 | Type sale amount and press [ENTER]  |
| Swipe/insert/tap/key              | Insert, tap, swipe or key card number<br>Note: Prompts for exp. date on keyed entries                                 |
| 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<br>2 – Not Present | (If no CVC Code) Select unreadable or not present   |
| Enter address                     | (If enabled – manual only) Type billing address of cardholder and press [ENTER]                                       |
| Enter postal code                 | (If enabled – manual only) Type billing zip code of cardholder and press [ENTER]                                      |
| Connecting...                     | Terminal connects to host   |
| Remove card                       | (EMV contact) Instruct customer to remove card. Note: Customer action screen  |
| Customer receipt?                 | Select YES or NO to print a second receipt  |

## Force/EBT voucher/ pre-authorization completion

| Terminal display                  | Your action   |
|-----------------------------------|---|
| Idle prompt                       | Press [ENTER]   |
| Transaction menu                  | Select force  |
| Force menu                        | Select transaction type   |
| Enter clerk ID                    | (If enabled – non pre-authorization) Type clerk (or server) ID and press [ENTER]  |
| Search menu                       | (Pre-authorization comp) Select all or specific reference   |
| Retrieval reference               | (Pre-authorization comp) Type retrieval reference value and press [ENTER]   |
| Transaction details               | (Pre-authorization comp) Select accept to complete or change to edit transaction amount prior to completion. Use F2 and F3 to scroll available transactions |
| Enter sale amount                 | (Force/pre-authorization change/EBT voucher) Type new sale amount and press [ENTER]   |
| Swipe/insert/tap/key              | Insert, tap, swipe or key card number<br>Note: Prompts for exp. date on keyed entries   |
| Enter CVC                         | (If enabled – force manual only) Type 3 or 4 digit code on back of card after account number press [ENTER] or Press [ENTER] if unknown                      |
| 1 – Unreadable<br>2 – Not Present | (If no CVC code) Select unreadable or not present   |
| Enter address                     | (If enabled – force manual only) Type billing address of cardholder and press [ENTER]   |
| Enter postal code                 | (If enabled – force manual only) Type billing zip code of cardholder and press [ENTER]  |
| Enter voucher #                   | (EBT voucher) Type voucher # and press [ENTER]  |
| Enter approval code               | (Force/EBT voucher) Type approval code and press [ENTER]  |
| Connecting...                     | Terminal connects to host   |
| Cusomter receipt?                 | Select YES or NO to print a second receipt  |