

CREDIT SALE

- Press 1
- Choose **CREDIT**
 - Select the desired card type
- Enter sale amount and press **ENTER**
 - Enter surcharge amount and press **ENTER**
- Swipe or insert customer card
 - Select the desired language
 - Have customer enter PIN on PIN pad and press **ENTER**, or bypass **PIN** by pressing **CANCEL** or **ENTER**
- Terminal dials out, and receipt prints
 - Remove the card

MAIL/PHONE SALE

- Press 1
- Choose **CREDIT**
 - Select the desired card type
- Enter sale amount and press **ENTER**
 - Enter surcharge amount and press **ENTER**
- 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, Choose V-Code option: **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

DEBIT SALE

- Press 1
- Choose **DEBIT**
 - Select the desired **EMV CREDIT** or **DEBIT** option
- Enter sale amount and press **ENTER**
- Enter tip amount and press **ENTER**
- Swipe or insert customer card
 - Select the desired language
 - Enter cash back amount and press **ENTER**, or press **ENTER** to bypass
- Press **ENTER** to accept total
- Have customer enter PIN on PIN pad and press **ENTER**, or bypass PIN by pressing **CANCEL** or **ENTER**
- Terminal dials out, and receipt prints
 - Remove the card

CREDIT REFUND

- Press 2
- Choose **CREDIT**
- Enter refund amount and press **ENTER**
- Swipe customer card, insert customer card, or enter card number and press **ENTER**
 - Enter expiration date (MMYY) and press **ENTER**
 - Select the desired language
- Terminal displays Captured, and receipt prints
 - Remove the card

DEBIT REFUND

- Press 2
- Choose **DEBIT**
- Enter refund amount and press **ENTER**
- Enter original transaction date (MMDDYY) and press **ENTER**
- Enter original transaction time (HHMMSS) and press **ENTER**
- Swipe or insert customer card
 - Select the desired language
- Have customer enter PIN on PIN pad and press **ENTER**
- Terminal dials out, and receipt prints
 - Remove the card

REVERSAL

- Press 3
- Choose a search option
- Enter retrieval information and press **ENTER**
- Choose **SELECT**
- Press **ENTER** to accept transaction
- Terminal dials out, and receipt 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 **ENTER** to print the receipt. Pressing **CANCEL** will not void the transaction.

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 the 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 Help Desk.

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

MANUAL ENTRY NOT ALLOWED: Current transaction will not allow manual entry. Debit cards may not be manually keyed-in.

QD (NUMBER) OR RB (NUMBER): Quit Duplicating or Rejected Batch. Call Help Desk.

RECORD NOT FOUND: Invoice number is not found in terminal batch.

SETTLE FAILED, RETRY: Settlement failed, call Help Desk.

V-CODE: Verification Code. A 3-4 digit non-embossed number found on card signature panel or near embossed account number on front. V-code may be prompted for on a manually-entered transaction.

AUTOMATIC DOWNLOADS

With this application, downloads are automatically initiated by the terminal at a preset time and date. Some automatic downloads will require the terminal to be re-authenticated. Any manual configurations performed on the terminal will be reset after a download.

EMV DEBIT

Visa, MasterCard, and Discover have agreed to share their technology for EMV-chip based debit transactions. This gives the option to process debit sale transactions as either credit or debit.



Quick Reference Guide



QUICK REFERENCE

Bank Name _____
Bank Phone _____
Help Desk Phone _____
V Number _____
Voice Authorization Phone _____
Merchant Number ID _____
Other _____

0300021
V101416

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iCT220, iCT250, iWL220, iWL250
INGEMV3/INGEMV4

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RETAIL

CREDIT OFFLINE ENTRY

- Press 4
- Choose **CREDIT**
 - *Select the desired card type*
- Enter amount and press **ENTER**
 - *Enter surcharge amount and press ENTER*
- Swipe customer card, insert customer card, or enter card number and press **ENTER**
 - *Enter expiration date (MMYY) and press ENTER*
 - *Card present? Choose YES or NO*
 - *Select the desired language*
- Enter approval code (six digits), and press **ENTER**
- Enter transaction ID (15 digits), and press **ENTER**
- Terminal displays Captured and receipt prints
 - *Remove the card*

DEBIT RE-ENTER

- Press 4
- Choose **REENTER**
- Choose **DEBIT**
- Choose transaction type
- Swipe customer card, insert customer card, or enter card number and press **ENTER**
 - *Select the desired language*
- Enter original transaction date (MMDDYY) and press **ENTER**
- Enter original transaction time (HHMMSS) and press **ENTER**
- Enter reference retrieval number (12 digits), and press **ENTER**
- Enter trace number (six digits), and press **ENTER**
- Enter Network ID (one character), and press **ENTER**
- Enter settlement date (MMDD), and press **ENTER**
- Enter approval code (six digits), and press **ENTER**
- Enter amount and press **ENTER**
- Enter tip 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**

AUTHORIZATION ONLY

- Press 8
- Choose **AUTH ONLY**
- Choose **AMT AUTH**
- Swipe customer card, insert 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*
 - *Select the desired language*
 - *Have customer enter PIN on PIN pad and press ENTER*
- Terminal dials out, and receipt prints
 - *Remove the card*

BALANCE INQUIRY

- Press 6
- Choose card type
- Swipe customer card, insert customer card, or enter card number and press **ENTER**
 - *Enter expiration date (MMYY) and press ENTER*
 - *Select the desired language*
 - *Have customer enter PIN on PIN pad and press ENTER*
- Terminal dials out, and receipt prints
 - *Remove the card*

BENEFITS

- Swipe customer card
- Choose **EBT**
- Choose 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

VOUCHER

- Press 4
- Choose **REENTER**
- Choose **EBT**
- Choose Voucher
- Enter card number and press **ENTER**
- Enter original transaction date (MMDDYY) and press **ENTER**
- Enter original transaction time (HHMMSS) and press **ENTER**
- Enter reference retrieval number (12 digits), and press **ENTER**
- Enter 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 sale amount and press **ENTER**
- Terminal displays Captured, and receipt prints
- Press **CANCEL**

EBT REFUND

- Press 2
- Choose **EBT**
- Press **ENTER**
- Enter refund amount and press **ENTER**
- Swipe customer card or enter card number and press **ENTER**
- Press **ENTER** to accept amount
- Have customer enter PIN on PIN pad and press **ENTER**
- Terminal dials out, and receipt prints

ADD CLERK

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

TRANSACTION ADJUST

- NOTE: Adjustments are not allowed on Smart Card/Chip Card sales.
- Press 8
 - Choose **TRANS ADJUST**
 - Choose a search option
 - Enter retrieval information and press **ENTER**
 - Choose **SELECT**
 - Enter new sale amount and press **ENTER**
 - Terminal displays Captured, and receipt prints

REPRINT A RECEIPT

- Press 8
- Choose **REPRINT**
- Choose a search option
- Enter retrieval information and press **ENTER**
- Choose **SELECT**
- Choose a receipt type
- Receipt prints

TIP ADJUST

- NOTE: Smart Card/Chip Card tip adjustments are not supported for INGEMV3, tips must be added at time of sale.
- Press 5
 - Choose 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? Choose **YES** or **NO**
 - *If Yes, repeat steps to add another tip*

REPORTS

- Press #
- Choose **REPORTS MENU**
- Choose report: Summary (total amount) or Detail (each transaction)
- Choose **PRINT**
- Report prints
- Press **CANCEL**

VIEW TOTALS

- Press #
- Choose **BATCH MENU**
- Choose **BATCH TOTALS**
- Terminal displays totals
- Press **ENTER**
- Press **CANCEL**

MANUAL BATCH SETTLEMENT

- Press 7
- Choose **YES**
 - *Print Reports? Choose YES or NO*
 - *Report prints*

FAILED SETTLEMENT

- Terminal will display QDXXXXX or RBXXXXX
- DO NOT DELETE BATCH OR CONTINUE WITHOUT HELP DESK VERIFICATION
- Call Help Desk

AUTHENTICATE THE TERMINAL

- Press #
- Choose **MAINTENANCE**
- Choose **AUTHENTICATE**
- Enter authentication code and press **ENTER**
- Enter zip code and press **ENTER**
- Terminal dials out, and receipt prints

DEACTIVATE THE TERMINAL

- Press #
- Choose **MAINTENANCE**
- Choose **DEACTIVATE**
- Choose **YES**
- Terminal dials out, and receipt prints

ALPHA CHARACTERS

- Press key corresponding with desired letter
- Press **F** key until desired letter appears [Number + F key = Letter]

CARD TYPES ACCEPTED

- Visa
- MasterCard
- American Express
- Discover
- JCB
- Diners Club
- Carte Blanche
- PayPal
- ATM/Debit Cards
- EMV Debit Cards*
- Private Label*
- *Supported for INGEMV4 only.

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 Authorized Approval Code received when a Food Stamp transaction authorization through the terminal is not possible. To obtain, call the Voice Authorization Center.

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