

## Quick Reference Guide

# Retail Application

Ingenico Tetra  
United States



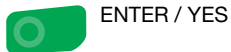
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## TIPS FOR PROCESSING

- Press **ENTER** to access the Main Menu from the idle screen
- To scroll through the menu, use the up and down arrows
- Select the number that corresponds to the menu option of choice or press **ENTER** when the selection is highlighted





The following prompts may appear depending on terminal setup, card type and/or entry method.

### Clerk Prompts:

- Enter Clerk ID and press **ENTER**
- If prompted, select **YES** to Add Clerk ID
- If prompted, enter Clerk Name and press **ENTER**

### Debit Cash Back Prompts:

- Select **YES** for cash back or **NO** to bypass
- Enter cash back amount and press **ENTER**
- Select **ACCEPT** to confirm amount or **CHANGE** to return to previous screen

### Invoice/Ticket Prompt:

- Enter Invoice or Ticket # and press **ENTER**

### Manually-Keyed Security Prompts:

- Enter the CVW2 code and press **ENTER**
- Select **YES** or **NO** to indicate card presence
- Enter the address and press **ENTER**
- Enter the zip code and press **ENTER**

### Purchasing, Business, or Commercial Card Prompts:

- Press **2** for Purchasing Card
- Enter the Customer PO Number and press **ENTER**
- Enter the Tax Amount and press **ENTER**
- If prompted, select **YES** if Tax Exempt



## CREDIT/DEBIT SALE

- Select **SALE**
- Select **CREDIT** or **DEBIT**
- If prompted, enter password and press **ENTER**
- Enter the amount and press **ENTER**
- Swipe, insert, or tap card, or manually enter the account # and press **ENTER**
- If manually keyed, enter the expiration date and press **ENTER**
- Select **ACCEPT** to confirm amount or **CHANGE** to change the amount
- If prompted, enter PIN or press **ENTER** to Bypass
- If prompted, enter the last 4 digits of the account # and press **ENTER**
- If prompted “Approved: \$xx.xx, AMOUNT DUE: \$xx.xx,” select **CONTINUE** and then collect remaining amount due with a different card or another form of payment, or select **CANCEL** to reverse the authorization and cancel the transaction.

(The transaction processes and a Merchant Copy of the receipt prints)

- Select **YES** to print Customer Copy
- If manually keyed, Imprint Card and press **ENTER**



## CREDIT/DEBIT RETURN

- Select **RETURN**
  - Select **CREDIT** or **DEBIT**
  - If prompted, enter password and press **ENTER**
  - Enter the amount and press **ENTER**
  - Swipe, insert, or tap card, or manually enter the account # and press **ENTER**
  - If manually keyed, enter the expiration date and press **ENTER**
  - If prompted, select **YES** to Confirm Amount or **NO** to cancel transaction
  - If prompted, enter PIN and press **ENTER**
  - If prompted, enter the last 4 digits of the account # and press **ENTER**
- (The transaction processes and a Merchant Copy of the receipt prints)
- Select **YES** to print Customer Copy
  - If manually keyed, Imprint Card and press **ENTER**



## CREDIT AUTHORIZATION ONLY

- Select **AUTH ONLY**
  - Enter the amount and press **ENTER**
  - Swipe, insert, or tap card, or manually enter the account # and press **ENTER**
  - If manually keyed, enter the expiration date and press **ENTER**
  - If prompted, select **YES** to Confirm Amount or **NO** to cancel transaction
  - If prompted, enter PIN and press **ENTER**
  - If prompted, enter the last 4 digits of the account # and press **ENTER**
- (The transaction processes and a Merchant Copy of the receipt prints)
- If manually keyed, imprint card and press **ENTER**



## CREDIT/DEBIT VOID

- Select **VOID**
  - Select **ALL**, **REFERENCE #**, **CLERK #**, **INVOICE/PO #**, **ACCOUNT #**, **CUSTOMER #**, **RRN**, or **APPROVAL CODE**
  - Locate the transaction to void (by swiping the card or entering the selected search criterion) and press **SELECT**
  - Select **YES** to Confirm Void or **NO** to cancel transaction
  - If prompted, enter **PIN** and press **ENTER**
- (The transaction processes and a Merchant Copy of the receipt prints)
- Select **YES** to print Customer Copy



## CREDIT FORCE

- Select **OTHER**
  - Select **FORCE**, then **CREDIT**
  - Enter the amount and press **ENTER**
  - Swipe, insert, or tap card, or manually enter the account # and press **ENTER**
  - If manually keyed, enter the expiration date and press **ENTER**
  - Select **ACCEPT** to confirm amount or **CHANGE** to change the amount
  - If prompted, enter PIN and press **ENTER**
  - If prompted, enter the last 4 digits of the account # and press **ENTER**
  - If prompted, select **YES** or **NO** to indicate card presence
  - Enter the approval code and press **ENTER**
- (The transaction processes and a Merchant Copy of the receipt prints)
- Select **YES** to print Customer Copy
  - If manually keyed, imprint card and press **ENTER**





## SETTLEMENT

- Select **SETTLEMENT**
- Select **YES** to Close Batch and Deposit Funds or **NO** to cancel settlement
- Select **ACCEPT** to confirm batch totals or **CANCEL** to cancel settlement
- The Settlement processes and the Settlement Report prints

## REPRINT

- Select **OTHER**
- Select **REPRINT**
- Select **LAST RECEIPT** or **SEARCH**
- If Search is chosen:
  - Select **ALL**, **REFERENCE #**, **CLERK #**, **INVOICE/PO #**, **ACCOUNT #**, **CUSTOMER #**, **RRN**, or **APPROVAL CODE**
  - Locate the transaction to void (by swiping the card or entering the selected search criterion) and press **SELECT**
- Select **MERCHANT COPY**, **CUSTOMER COPY**, or **BOTH**
- The selected receipt(s) will print



## HOST TOTALS

- Press the **ADMIN** key
- Enter password and press **ENTER**
- Select **BATCH MENU**
- Select **HOST BATCH INQUIRY**
- Select **PRINT** or **DISPLAY**
- The selected information will print or display
- If **DISPLAY** is selected, press **ENTER** to return to the main display

## VIEW BATCH HISTORY

- Press the **ADMIN** key
- Enter password and press **ENTER**
- Select **BATCH MENU**
- Select **VIEW HISTORY**
- Select **BATCH #**, **ALL**, or **LAST BATCH**
- If prompted, select sort method: **REFERENCE #**, **INVOICE #**, or **CARD TYPE**
- The selected information will display
- Press **CANCEL** to return to the Batch Menu



## VIEW BATCH HISTORY

- Select **OTHER**, then select **REPORTS MENU**
- Select **DETAIL** or **DISPLAY** then select **PRINT** or **DISPLAY**
- If prompted, select sort method: **REFERENCE #**, **INVOICE #**, or **CARD TYPE**
- The selected information will display
- Press **CANCEL** to return to the Reports Menu

## VIEW BATCH TOTALS

- Press the **ADMIN** key
- Enter password and press **ENTER**
- Select **BATCH MENU**
- Select **BATCH TOTALS**
- The selected information will display
- Press **ENTER** to return to the Batch Menu

## CREATING ALPHA LETTERS

- Press the number that corresponds with the letter that needs to be entered.  
Continue to press key until desired letter appears.