

Tip adjustment

Terminal display	Your action
Idle prompt	Press [ENTER]
Transaction menu	Select tip adjustment
Search menu/ 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 Balance due: \$XX.XX 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.

WTR015 0519

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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 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 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 Balance due: \$XX.XX 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 2 – Check	Select settlement option
Close batch and deposit funds?	Select YES to confirm settlement or NO to reject it
Removing stale Pre-authorization? Accept 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? YES NO	(If enabled) Select YES to print an unadjusted tips report. Press NO continue without printing a report
Untipped Transactions in batch. Continue settlement? YES 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 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 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 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 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 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 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