

## 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 4
- Choose a search option
- Enter retrieval information and press **ENTER**
- Choose **SELECT**
- Press **ENTER** to accept transaction
- Terminal dials out, and receipt prints



# Quick Reference Guide



### QUICK REFERENCE

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

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INGEMV3/INGEMV4

RESTAURANT

## CREDIT OFFLINE ENTRY

- Press 5
- 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 5
- 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 9
- 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 7
- 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

## TIP ADJUST

- NOTE: Smart Card/Chip Card tip adjustments are not supported for INGEMV3, tips must be added at time of sale.
- Press 6
  - 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

## ADD SERVER

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

## REPRINT A RECEIPT

- Press 9
- Choose **REPRINT**
- Choose a search option
- Enter retrieval information and press **ENTER**
- Choose **SELECT**
- Choose a receipt type
- Receipt prints

## TRANSACTION ADJUST

NOTE: Adjustments are not allowed on Smart Card/Chip Card sales.

- Press 9
- 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

## 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 8
- 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.

## FBT 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.

## 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.

## 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.