

INGENICO RETAIL

Customer Service: 800-201-0461
24-Hour Technical Support: 800-632-1888

CREDIT SALE

1. Press **1**.
2. Choose **CREDIT**.
Select the desired card type.
3. Enter sale amount and press **ENTER**.
*- Enter surcharge amount and press **ENTER**.*
4. Swipe or insert customer card.
- Select the desired language.
*- Have customer enter PIN on PIN pad and press **ENTER**.*
5. Terminal dials out, and receipt prints.
Remove the card.

MAIL/PHONE SALE

1. Press **1**.
2. Choose **CREDIT**.
- Select the desired card type.
3. Enter sale amount and press **ENTER**.
*- Enter surcharge amount and press **ENTER**.*
4. Enter card number and press **ENTER**.
5. Enter expiration date (MMYY) and press **ENTER**.
6. 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.*
7. Enter Zip Code and press **ENTER**, or press **ENTER** to bypass.
8. Terminal dials out, and receipt prints.

DEBIT SALE

1. Press **1**.
2. Choose **DEBIT**.
3. Enter sale amount and press **ENTER**.
4. Swipe or insert customer card.
- Select the desired language.
*- Enter cash back amount and press **ENTER**, or press **ENTER** to bypass.*
5. Press **ENTER** to accept total.

DEBIT SALE (continued)

6. Have customer enter PIN on PIN pad and press **ENTER**.
7. Terminal dials out, and receipt prints.
- Remove the card.

CREDIT REFUND

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

DEBIT REFUND

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

REVERSAL

1. Press **3**.
2. Choose a search option.
3. Enter retrieval information and press **ENTER**.
4. Choose **SELECT**.
5. Press **ENTER** to accept transaction.
6. Terminal dials out, and receipt prints.

CREDIT OFFLINE ENTRY

1. Press **4**.
2. Choose **CREDIT**.
- Select the desired card type.
3. Enter amount and press **ENTER**.
*- Enter surcharge amount and press **ENTER**.*
4. 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.
5. Enter approval code (six digits), and press **ENTER**.
6. Enter transaction ID (15 digits), and press **ENTER**.
7. Terminal displays 'Captured' and receipt prints.
- Remove the card.

DEBIT RE-ENTER

1. Press **4**.
2. Choose **REENTER**.
3. Choose **DEBIT**.
4. Choose transaction type.
5. Swipe customer card, insert customer card, or enter card number and press **ENTER**.
- Select the desired language.
7. Enter original transaction date (MMDDYY) and press **ENTER**.
8. Enter original transaction time (HHMMSS) and press **ENTER**.
9. Enter reference retrieval number (12 digits), and press **ENTER**.
10. Enter tranche number (six digits), and press **ENTER**.
11. Enter Network ID (one character), and press **ENTER**.
12. Enter settlement date (MMDD), and press **ENTER**.
13. Enter approval code (six digits), and press **ENTER**.
14. Enter amount and press **ENTER**.
15. Enter tip amount and press **ENTER**.
*- Enter cash back amount and press **ENTER**, or press **ENTER** to bypass.*
17. Press **ENTER** to accept amount.
18. Terminal displays 'Captured', and receipt prints.
19. Press **CANCEL**.

BALANCE INQUIRY

1. Press **6**.
2. Choose card type.
3. 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**.*
4. Terminal dials out, and receipt prints.
- Remove the card.

AUTHORIZATION ONLY

1. Press **8**.
2. Choose **AUTH ONLY**.
3. Choose **AMT AUTH**.
4. 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**.*
5. Terminal dials out, and receipt prints.
- Remove the card.

BENEFITS

1. Swipe customer card.
2. Choose **EBT**.
3. Choose transaction type.
4. Enter sale amount and press **ENTER**.
*- If Cash Benefits, enter cash back amount and press **ENTER**.*
5. Have customer enter PIN on PIN pad and press **ENTER**.
6. Terminal dials out, and receipt prints.

VOUCHER

1. Press **4**.
2. Choose **REENTER**.
3. Choose **EBT**.
4. Choose **Voucher**.
5. Enter card number and press **ENTER**.
6. Enter original transaction date (MMDDYY) and press **ENTER**.
9. Enter tranche number (six digits), and press **ENTER**.
10. Enter Network ID (one character), and press **ENTER**.
11. Enter voucher number (15 digits), and press **ENTER**.
12. Enter approval code (six digits), and press **ENTER**.
13. Enter sale amount and press **ENTER**.
14. Terminal displays 'Captured', and receipt prints.
15. Press **CANCEL**.

EBT REFUND

1. Press **2**.
2. Choose **EBT**.
3. Press **ENTER**.
4. Enter refund amount and press **ENTER**.
5. Swipe customer card or enter card number and press **ENTER**.
6. Press **ENTER** to accept amount.
7. Have customer enter PIN on PIN pad and press **ENTER**.
8. Terminal dials out, and receipt prints.

REPRINT A RECEIPT

1. Press **8**.
2. Choose **REPRINT**.
3. Choose a search option.
4. Enter retrieval information and press **ENTER**.
5. Choose **SELECT**.
6. Choose a receipt type.
7. Receipt prints.

REPORTS

1. Press **#**.
2. Choose **REPORTS MENU**.
3. Choose report: Summary (total amount) or Detail (each transaction).
4. Choose **PRINT**.
5. Report prints.
6. Press **CANCEL**.

VIEW TOTALS

1. Press **#**.
2. Choose **BATCH MENU**.
3. Choose **BATCH TOTALS**.
4. Terminal displays totals.
5. Press **ENTER**.
6. Press **CANCEL**.

MANUAL BATCH SETTLEMENT

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

FAILED SETTLEMENT

1. Terminal will display QDXXXXX or RBXXXXX.
2. *DO NOT DELETE BATCH OR CONTINUE WITHOUT HELP.
CALL HARBORTOUCH TECHNICAL SUPPORT AT 800-632-1888.*

AUTHENTICATE THE TERMINAL

1. Press **#**.
2. Choose **MAINTENANCE**.
3. Choose **AUTHENTICATE**.
4. Enter authentication code and press **ENTER**.
5. Enter zip code and press **ENTER**.
6. Terminal dials out, and receipt prints.
7. Terminal dials out, and receipt prints.

DEACTIVATE THE TERMINAL

1. Press **#**.
2. Choose **MAINTENANCE**.
3. Choose **DEACTIVATE**.
4. Choose **YES**.
5. Terminal dials out, and receipt prints.

ALPHA CHARACTERS

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

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.

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 Technical Support.

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 Technical Support.

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

SETTLE FAILED, RETRY: Settlement failed, call Technical Support.

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.