



CREDIT SALE

- Swipe customer card
- Choose **CREDIT**
- Enter sale amount and press **ENTER**
- Terminal dials out, and receipt prints

MAIL/PHONE SALE

- Press 1
- Choose **CREDIT**
- Enter sale 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

- Swipe customer card
- Choose **DEBIT**
- Enter sale amount and press **ENTER**
 - 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**
- Terminal dials out, and receipt prints

CREDIT REFUND

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

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 customer card
- Have customer enter PIN on PIN pad and press **ENTER**
- Terminal dials out, and receipt prints

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

CREDIT OFFLINE ENTRY

- Press 4
- Choose **CREDIT**
- Enter amount and press **ENTER**
- Swipe customer card or enter card number and press **ENTER**
 - Enter expiration date (MMYY) and press **ENTER**
 - Card present? Choose **YES** or **NO**
- Enter approval code (six digits), and press **ENTER**
- Enter transaction ID (15 digits), and press **ENTER**
- Terminal displays Captured, 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. Call the Voice Authorization Center.
- CARD READ ERROR:** Magnetic stripe did not read. Swipe card again or manually key-in account number.
- LOST COMM WITH HOST:** 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.
- SETTLEMENT UNSUCCESSFUL:** 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.

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.



Quick Reference Guide



QUICK REFERENCE

Bank Name _____

Bank Phone _____

Help Desk Phone _____

V Number _____

Voice Authorization Phone _____

Merchant Number ID _____

Other _____

0300003
V061413

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RETAIL



DEBIT RE-ENTER

- Press 4
- Choose **REENTER**
- Choose **DEBIT**
- Choose transaction type
- Enter amount and press **ENTER**
- Swipe customer card or 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 tranche 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 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 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
- Terminal dials out, and receipt prints

BALANCE INQUIRY

- Press 6
- Choose card type
- Swipe customer card or enter card number and press **ENTER**
 - Enter expiration date (MMYY) and press **ENTER**
- Terminal dials out, and receipt prints

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 tranche 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 clerk

TRANSACTION ADJUST

- 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

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

STORE AND FORWARD PROCESSING

The Store and Forward Mode (Store/Fwd) feature is a way to input credit sales into the terminal when there is no communication method available. Sales are then authorized and settled when a communication method is available.

NOTE: Sales are not authorized until communication is available so there is a risk that the sale may not receive an approval.

STORE/FWD (ENTER MODE)

- Press #
- Choose **SETUP MENU**
- Choose **TRANS OPTIONS**
- Choose **CREDIT**
- Choose **STORE FORWARD**
- Enter password and press **ENTER**
- Choose **STORE FORWARD**
- Choose **ON ALWAYS**
- Press **CANCEL**

STORE/FWD (EXIT MODE)

- Press #
- Choose **SETUP MENU**
- Choose **TRANS OPTIONS**
- Choose **CREDIT**
- Choose **STORE FORWARD**
- Enter password and press **ENTER**
- Choose **STORE FORWARD**
- Choose **OFF**
- Press **CANCEL**

STORE/FWD (AUTHORIZE SALES)

- Press 7
- Choose **YES**
- Close Batch and Deposit Funds? Choose **NO**

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
- ATM/Debit Cards

NOTE: Printing the customer copy is an option on all transactions.

NOTE: Italicized steps are optional and may not be prompted for.