INGENICO TERMINAL
QUICK REFERENCE GUIDE

YORKSHIRE PAYMENTS
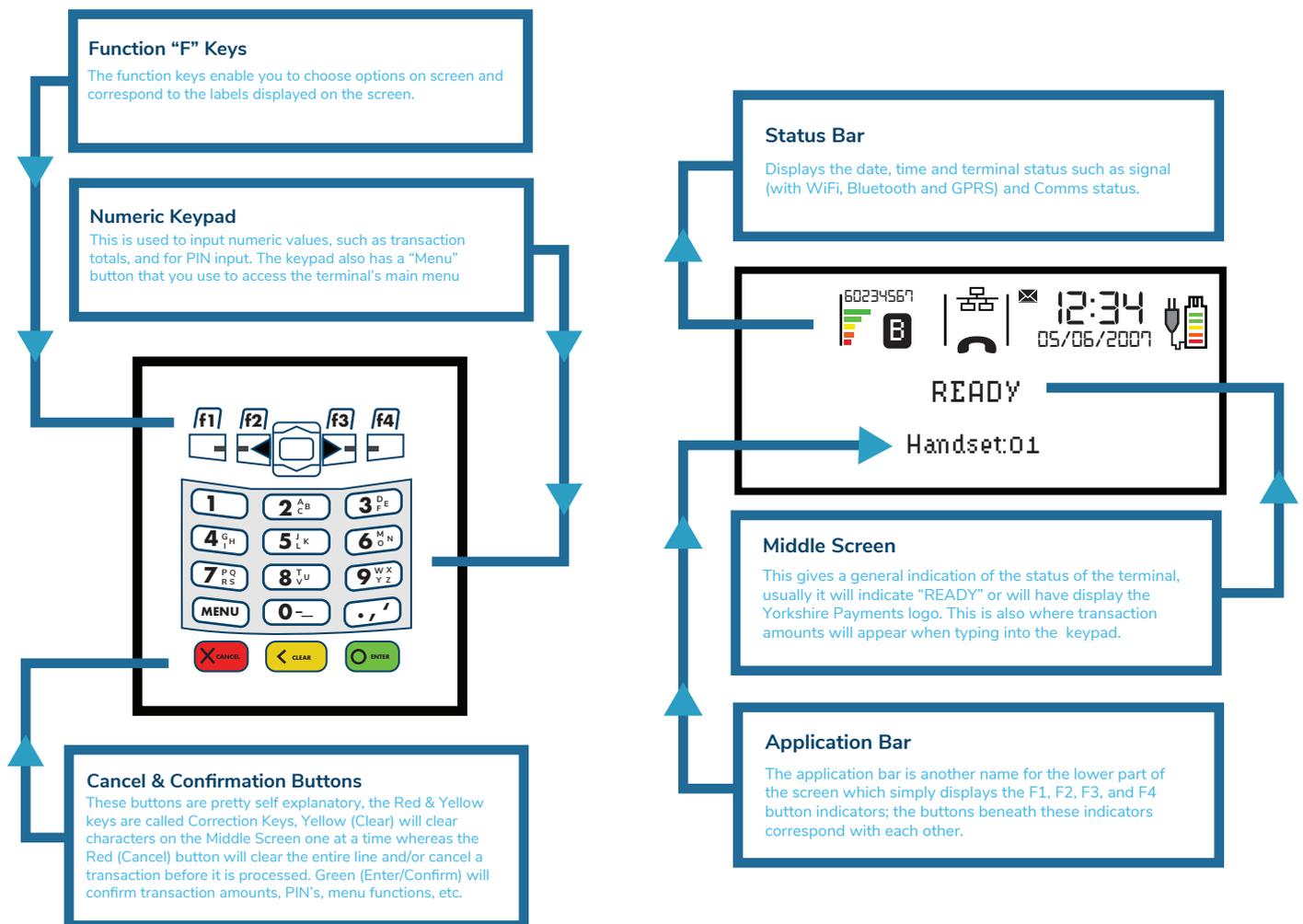
STRAIGHT TALKING CARD SOLUTIONS

Please use this Quick Reference Guide for information regarding basic terminal usage from changing a till roll to running your End of Day process. If you encounter a problem, need clarification on a terminal function or simply need more till tolls then please contact use on the attached number.

TERMINAL INTERFACE

Function "F" Keys
The function keys enable you to choose options on screen and correspond to the labels displayed on the screen.

Numeric Keypad
This is used to input numeric values, such as transaction totals, and for PIN input. The keypad also has a "Menu" button that you use to access the terminal's main menu

Cancel & Confirmation Buttons
These buttons are pretty self explanatory, the Red & Yellow keys are called Correction Keys, Yellow (Clear) will clear characters on the Middle Screen one at a time whereas the Red (Cancel) button will clear the entire line and/or cancel a transaction before it is processed. Green (Enter/Confirm) will confirm transaction amounts, PIN's, menu functions, etc.

Status Bar
Displays the date, time and terminal status such as signal (with WiFi, Bluetooth and GPRS) and Comms status.

READY

Handset:01

Middle Screen
This gives a general indication of the status of the terminal, usually it will indicate "READY" or will have display the Yorkshire Payments logo. This is also where transaction amounts will appear when typing into the keypad.

Application Bar
The application bar is another name for the lower part of the screen which simply displays the F1, F2, F3, and F4 button indicators; the buttons beneath these indicators correspond with each other.

BASIC FUNCTIONS

Clearing the Screen saver

Press any key on the keypad to clear the screensaver.

Sales and Transactions

Use the Numeric Keypad to input the value of the transaction you are processing, input the value in order from left to right, so with £12.34 input 1234, and press the green ⬤ ENTER "Enter" button.

£12.34

Touch/Insert or Swipe here

Fig 1

Contactless: After inputting your sales value you will see a screen similar to Figure 1, to proceed with contactless payment simply touch the screen with the customer's card until the machine completes a long beep. You will then get a Merchant Receipt ONLY, no Customer Receipt. Contactless payments only work on transactions under £30.00.

Chip n Pin: After inputting your sales value you will see a screen similar to **Figure 1**, to proceed with Chip n Pin payment simply input the customer card into the terminal and hand the terminal to the customer to input their pin. When the transaction completes you will get a Merchant and Customer receipt (in that order).

Telephone Payment: Initiate a Telephone Sale by either pressing the `f4` key or MENU > MAIL ORDER > SALE. You will be asked to input the Debit/Credit Card Number followed by the Green button. Next input the expiry and press the Green Enter button. Then input the CVV2 (Security) code that is on the back of the customer's card and press the Green Enter button. You can skip the address input by pressing the Green Enter button whilst leaving the fields blank, however if you wish to note the addresses then input the numbers of the customer's Post Code only (for example LS3 4ET you'd simply put 34) and press the Green Enter button and then finally the customer's door number only followed by the Green Enter button. You will finally be asked to enter the sale amount to be processed, followed by the Green button. When the transaction completes you will get a Merchant and Customer receipt (in that order).

MENU FUNCTIONS

Refunds: Press `MENU` and press `f2`, you will then be asked to put in your password, from here it is the same as a standard sale. For Telephone refunds it is the same as a Telephone Sale except after you have selected MAIL ORDER you press REFUND instead of SALE.

Printing Contactless Customer Receipt: Press `f1` on the terminal to print a Contactless Receipt.

Re-printing the previous transaction: Press to print another customer copy of the receipt.

Reports: These give you a summary of sales since the machine was last settled or zeroed, an "X Report" will give you a summary since being settled, a "Z Report" will also do this but will reset all the totals on the machine so your next "X Report" will be the totals since you last ran the "Z Report".

Press `MENU` twice and press `f1` for "Reports". This will open a sub menu where you can select "X Balance" or "Z Balance". You will need your password.

Settling: This is also known as "End of Day", when your business is finished for the day you can settle the machine, which zeroes all the totals and informs the bank of the finalised transactions.
Press menu twice and press `f1` for "Reports". This will open a sub menu where you can select "End of Day". You will need your password.