

Ingenico Reference Guide

If your screen indicates a pending transaction, please call ETS Customer support immediately. 1(800) 834-7790

Credit Card Sale

1. Use the arrow keys to highlight '**Credit**', press **Enter**.
2. **Swipe** the credit card.
 - a. If the card is unreadable, press enter to key in manually.
 - b. Key in the 15-16 digit card number, press enter.
 - c. Key in the expiration date on the card, press enter.
 - d. Enter the billing zip code (ask the customer), press enter.
3. Key in the transaction **Amount**, press **Enter**.

ETS CORPORATION
10 PIDGEON HILL DR
STERLING, VA 20165
<800> 834-7790

DATE: 05/20/2010
TIME: 12:58:12
REF#: 3170 **Reference ID**

TYPE: CREDIT SALE
CARD: Visa
NAME: ETS TEST CARD VISA
ACCT: XXXXXXXXXXXX0000
EXP: 12/15
APP: ETSMSB

AMOUNT: \$1.00
Original Amount

Signature

Cardholder agrees to
abide by the obligations
set forth by the
cardholder agreement
with the issuer.

MERCHANT COPY

Example Receipt

Debit Card Sale

1. Use the arrow keys to highlight '**Debit**', press **Enter**.
2. **Swipe** the debit card.
 - a. If the card is unreadable, please request another form of payment. Debit cards cannot be entered manually.
3. Allow the customer to enter their **PIN**.
4. Key in the transaction **Amount**, press **Enter**.

Void a Transaction

1. Press the '**Menu**' Button.
2. Use the arrow keys to highlight '**Void Transaction**', press **Enter**.
3. Key in the **Reference ID** from the original receipt (see example),, press **Enter**.
4. Key in the original transaction **Amount** (see example), press **Enter**.
5. Terminal will display 'Void' and print a receipt when successful.

Add Gratuity/Tip to a Transaction

1. Press the '**Menu**' Button.
2. Use the arrow keys to highlight '**Add Gratuity**', press **Enter**.
3. Key in the **Reference ID** from the original receipt, press **Enter**.
4. Key in the original transaction **Amount** (see example), press **Enter**.
5. Key in the **Gratuity Amount**, press **Enter**.

Refund a Transaction

1. Press the '**Menu**' Button.
2. Use the arrow keys to highlight '**Refund Transaction**', press **Enter**.
3. **Swipe** the customer's card.
 - a. (The same form of payment that was used for the original transaction must be used.)
4. Key in a **Clerk ID** (Use '1' as default), press **Enter**.
5. Key in the refund **Amount**, press **Enter**.

Gift Card Transactions

Gift Card Sale

1. Use the arrow keys to highlight '**Gift**', press **Enter**.
2. **Swipe** the gift card.
 - a. *If the card is unreadable, enter the number from the back of the card, press enter.*
3. Key in the transaction **Amount**, press **Enter**.

Add Value/Balance to a Gift Card

1. Press the '**Menu**' button twice to get to the **extended gift card menu**.
2. Use the arrow keys to highlight '**Add Value**', press **Enter**.
3. **Swipe** the gift card.
 - a. *If the card is unreadable, enter the number from the back of the card, press enter.*
4. Key in the **Amount** to be added, press **Enter**.

Check the Balance of a Gift Card

1. Press the '**Menu**' button twice to get to the **extended gift card menu**.
2. Use the arrow keys to highlight '**Card Balance**', press **Enter**.
3. **Swipe** the gift card.
 - a. *If the card is unreadable, enter the number from the back of the card, press enter.*
4. Press the '**Down Arrow**' key to print off the balance.

Issue a Gift Card

Issuing a gift card does not charge the customer; a separate Sale must be made for purchasing of the card.

1. Press the '**Menu**' button twice to get to the **extended gift card menu**.
2. Use the arrow keys to highlight '**Issue Card**', press **Enter**.
3. **Swipe** the gift card.
 - a. *If the card is unreadable, enter the number from the back of the card, press enter.*
4. Key in the **Initial Balance** of the card, press **Enter**.

Quick Reference Guide

Credit Card Sale

'Credit'
Swipe
Key Amount, Enter

Debit Card Sale

'Debit'
Swipe
Pin Entry
Key Amount, Enter

Void Transaction

'Menu'
'Void Transaction'
Ref#, Enter
Key Orig. Amt, Enter

Add Gratuity

'Menu'
'Add Gratuity'
Ref#, Enter
Key Orig. Amt, Enter
Key Gratuity, Enter

Refund Transaction

'Menu'
'Refund Transaction'
Swipe
Clerk ID ('1'), Enter
Key Amount, Enter

Gift Card Sale

'Gift'
Swipe
Key Amount, Enter

Add Value/Balance

'Menu'
'Menu'
'Add Value'
Swipe
Key Amount, Enter

Check Balance

'Menu'
'Menu'
'Card Balance'
Swipe
'Down Arrow' to Print

Issue a Gift Card

'Menu'
'Menu'
'Issue Card'
Swipe
Key Init. Balance, Enter