

INGENICO5100

MERCHANT LOGON

To initiate a Merchant logon, follow the steps below

1. Press **ENTER** key until **SUPERVISOR** menu is shown on the display press **SAV** key to select **INIT**.

PURCHASE TRANSACTION

To perform a purchase transaction using a debit card (i.e. cheque or savings account), follow the steps below

1. Swipe or Insert card holder's card
2. Key in purchase amount and then press **ENTER**
3. The terminal waits for the cardholder to select the account type on the Pin pad.
4. The Pin pad will prompt for account selection. Ask the cardholder to select their Account type.
5. The terminal waits for the cardholder to key in the PIN on the Pin pad
6. The Pin pad will prompt for the PIN entry. Ask the cardholder to key in their PIN.
7. PROCESSING NOW will be displayed on the terminal and Pin pad.
8. Transaction has been ACCEPTED with PIN entry and prints the transaction receipt.
9. Transaction has been DECLINED with PIN entry and prints the transaction receipt.

REFUND TRANSACTION

The terminal can be used to refund a previous sale. If it is necessary for a cardholder to return goods then the terminal can be used to give the cardholder a REFUND. This transaction transfers funds from the merchant's account to the cardholder's account. To perform a REFUND transaction, follow the steps below:

NOTE: The merchant requires a Merchant Refund Card to perform a refund transaction.

1. Select desired transaction.
Example: Press CR key to select a refund transaction.
2. Swipe the Merchant Card.
3. Terminal waits on the Merchant Pin
4. Key in the Merchant PIN followed by ENTER key on the Pin pad
5. Swipe or Insert the cardholder's card.
6. Enter the refund amount followed by the ENTER key
7. The terminal waits for the cardholder to select the account type on the Pin pad. The Pin pad will prompt for account selection. Ask the cardholder to select their account type.
Example: CR
8. The terminal waits for the cardholder to key in the PIN on the Pin pad. The Pin pad will prompt for the PIN entry. Ask the cardholder to key in their password
9. Then pin pad will prompt for the PIN entry. Ask the cardholder to key in their PIN or to proceed with signature press ENTER
10. PROCESSING NOW will be displayed on the terminal and Pin pad
11. Transaction has been ACCEPTED with PIN entry and prints the transaction receipt.
12. Transaction has been DECLINED with PIN entry and prints the transaction receipt.
13. SIGN RECEIPT will be displayed on both terminal and Pin pad screen. Tear the receipt off and ask the cardholder to sign receipt
14. Verify the cardholder's signature with the signature on the back of the card. If the signature matches: Press ENTER to accept and proceed with step 15
If not, press CLEAR to decline and proceed with step 16
15. SIG ACCEPTED will be displayed on both terminal and Pin pad screen. The merchant presses the ENTER key to accept the cardholder's signature after signature matches with the card.
16. SIG DECLINED will be displayed on both terminal and Pin pad screen. The merchant presses the CLEAR key to decline the cardholder's signature after signature fails to match with the card.

CARD NOT PRESENT TRANSACTION

Credit Card numbers can be entered manually, simply by entering the card number into the keypad when required transaction has been selected.

Example: Purchase, Refund, Tipping Authorization, Hospitality Authorization, Extra Charges and Top-up Authorization.

Step Terminal Display Description

1. ETSL EFTPOS PUR CASH RFND Select desired transaction. Example: Press CHQ key to select purchase transaction.
2. SWIPE OR INSERT CARD Rather than swiping or inserting card, press FUNC.
3. CARD NUMBER: XXXXXXXXXXXXXXXX Terminal will then prompt for the card number to be manually entered. Key in the card number and press ENTER.
4. EXPIRY <MMYY>: XXXX Enter the expiry date as shown on card. Ensure that numbers are in month/year format. Key in expiry date and press ENTER.
5. CSC ON CARD Y/N Terminal will prompt whether card has a CSC (Card Security Code = a 3-4 digit Number on back of card.) Press ENTER to key in the Card Security Code number and proceed with step 6.0.
Press CLEAR to select 'NO' and proceed with step 7.
6. ENTER CSC CODE If YES is selected, key in the CSC code as it appears on the back of the card and presses ENTER.
 SELECT REASON
 1. NOT ON CARD
 2. CANNOT READ
 3. CUST ADVISED
 If NO is selected, choose the appropriate reason by pressing the corresponding number key.
7. PURCHASE AMOUNT? \$0.00 Terminal will prompt for Purchase Amount Enter the purchase amount and press ENTER.
8. CASH OUT AMOUNT? \$0.00 Only applicable if the CASH OUT is turned on. Press ENTER to bypass "CASH OUT"
9. Select the Transaction Type by pressing the corresponding number key:
 1. MOTO (Mail order Telephone Order)
 2. Unsecure ECOM (Electronic Commerce .e.g. Internet)
 If 1 is pressed, then follow through to step 11.0.
 If 2 is pressed, then follow through to step 12.0
10. 1. SINGLE
 2. RECURRING

- 3. INSTALLMENT
- 4. UNKNOWN
- 11. Select option by pressing the corresponding number key:
 - 1. SINGLE
 - 2. RECURRING
 - 3. INSTALLMENT
 - 4. UNKNOWN
- 12. AWAITING ACCOUNT

The terminal waits on the account selection from the Pin pad.
- 13. ACCOUNT \$XX.XX

CHQ SAV CR

The Pin pad will prompt for account selection. Select the CR account on the Pin pad.
- 14. PROCESSING NOW

PROCESSING NOW will be displayed on the terminal and Pin pad. Terminal will now automatically connect to the Host and complete the transaction.
- 15. ACCEPTED

Transaction has been ACCEPTED and prints the transaction receipt.
- 16. DECLINED

Transaction has been DECLINED and prints the transaction receipt.

MERCHANT ADMINISTRATION FUNCTIONS

The following standard merchant administration functions are available:

NOTE: When set up as a multi-merchant device, the terminal will first prompt for the selection of the particular merchant for each of the administration functions above.

Terminal Totals

This function allows the merchant to determine the total count and amount of all accepted transactions supported by the terminal since the totals were last reset by the merchant.

Step Terminal Display Description

- 1. ADMIN

TOTL INQ CUT

Press ENTER until the ADMIN menu is shown on the display.

Press CHQ key to select TOTL.
- 2. SELECT MERCHANT

ENTER 1 TO 8 Only applicable with Multi-Merchant setup. Select the corresponding number on the terminal to select the Merchant. Press ENTER to Select. Only applicable with Multi-Merchant setup.

Terminal will prompt whether correct merchant number has been entered and will

display MERCHANT NAME and ENTER to Select. Press ENTER to select displayed merchant.

Press CLEAR or CANCEL to select a different merchant.

3. PRINTING

Totals will be printed immediately.

4. RESET TOTALS?

ENTER=YES, CLR=NO

The user will be prompted whether the totals should be reset.

- If yes is selected, the terminal will return to idle and totals will have been reset. (To check this, repeat steps 1-2. Totals should all appear as \$0.00 on the printout.)

- If no is selected, terminal will return to idle without resetting the totals. (To check this, repeat steps 1-2. Totals should remain the same.)

Settlement Inquiry

This function is used by the merchant to retrieve either the current subtotals or historical settlement information from ETSL.

NOTE: Settlement inquiry data can be retrieved retrospectively to a maximum of 14 days.

Step Terminal Display Description

1. ADMIN

TOTL INQ CUT

Press ENTER until ADMIN menu is shown on the display.

Press SAV key to select INQ.

2. SELECT MERCHANT

ENTER 1 TO 8

Only applicable with Multi-Merchant setup.

Select the corresponding number on the terminal to select the Merchant.

3. TOM

ENTER to Select

Only applicable with Multi-Merchant setup.

Terminal will prompt whether correct merchant number has been entered and will display MERCHANT NAME and ENTER to Select. Press ENTER to select displayed merchant.

Press CLEAR or CANCEL to select a different merchant.

4. SELECT OPTION

XX/XX OTHER

- Press CHQ to initiate a settlement inquiry for the current settlement period (date will be shown). Proceed with step 4.0.

- Press CR to enter a date for a different settlement period. Proceed with step 4.1

4.1 DATE – DDMMYYYY

XX/XX/XXXX

Enter date for which you would like to make a settlement inquiry, ensuring that date

is entered in DDMMYYYY format. Press ENTER when correct date has been entered, CLEAR if you wish to re-enter date, CANCEL if you wish to cancel settlement inquiry.

5. PROCESSING NOW

PROCESSING NOW will be displayed on the terminal while processing to retrieve the transaction.

NOTE: Terminal will prompt for any stored Tip Transactions and/or Electronic Offline Voucher to be transmitted. Press ENTER to transmit or press CLEAR to proceed with settlement cutover.

6. TRANS. COMPLETE

Settlement inquiry record is printed.

Settlement Cutover

This function allows the merchant to settle the current settlement period and to cut over to a new settlement period. This can only be performed successfully when the terminal is within the 'settlement window' defined by ETSL for the particular merchant and terminal.

Step Terminal Display Description

1. ADMIN

TOTL INQ CUT

Press ENTER until ADMIN menu is shown on the display.

Press CR key to select CUT.

2. SELECT MERCHANT

ENTER 1 TO 8

Only applicable with Multi-Merchant setup.

Select the corresponding number on the terminal to select the Merchant.

3. TOM

ENTER to Select

Only applicable with Multi-Merchant setup.

Terminal will prompt whether correct merchant number has been entered and will display MERCHANT NAME and ENTER to Select. Press ENTER to select displayed merchant.

Press CLEAR or CANCEL to select a different merchant.

4. CUTOVER NOW?

ENTER=YES, CLR=NO

Press ENTER to initiate a settlement cutover or CLEAR to cancel and return to the previous state.

NOTE: Terminal will prompt for any stored Tip Transactions and/or Electronic Offline Voucher to be transmitted. Press ENTER to transmit or press CLEAR to proceed with settlement cutover.

5. PROCESSING NOW

PROCESSING NOW will be displayed on the terminal while processing the transaction.

6. TRANS. COMPLETE
Settlement cutover record is printed.

DUPLICATE RECEIPT

This function causes the terminal to print a duplicate of the receipt generated as a result of the last cardholder transaction. This function is used if the original receipt is damaged or illegible. A financial transaction reprint receipt should still be available after a non-financial transaction is completed or after a second or subsequent acquirer transaction.

Step Terminal Display Description

1. SUPERVISOR
XTRA INIT DUPL
Press ENTER until SUPERVISOR menu is shown on the display.
Press CR key to select DUPL.
2. SELECT MERCHANT
ENTER 1 TO 8
Only applicable with Multi-Merchant setup.
Select the corresponding number on the terminal to select the Merchant.
3. TOM
ENTER to Select
Only applicable with Multi-Merchant setup.
Terminal will prompt whether correct merchant number has been entered and will display MERCHANT NAME and ENTER to Select. Press ENTER to select displayed merchant.
Press CLEAR or CANCEL to select a different merchant.
4. PRINTING
Prints the last cardholder transaction.