

## GLOSSARY

### 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.

**Care 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. A3-4 digit non embossed number found on card signature panel or near embossed account number on front. V-code may be prompted on a manually entered transaction.

#### After Hours Support:

- If your Merchant ID Number Begins with: 3899 - 888.830.0555
- If your Merchant ID Number Begins with: 7620 or 9317 - 877.243.6542
- If your Merchant ID Number Begins with: 5363 or 5544 - 800.228.0210

FOR ADDITIONAL INFORMATION AND VIDEOS, PLEASE VISIT:

<https://signapay.com/terminals/#ingenico-ict220>

<https://signapay.com/terminals/#ingenico-ict250>

### EBT DEFINITIONS

**Electronic Voucher:** Form which is completed by a merchant when a Food Stamp transaction authorization cannot be received through the terminal.

**FCSOID (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.



## Ingenico ICT 220 | ICT 250 Training Guide

### INCLUDED IN YOUR BOX



- Credit Card Terminal
- External Pin pad (Optional)
- Power Supply - 2 pieces
- IP Cabling - Phone Line | Ethernet Cable
- Training Guide
- Two Rolls of Paper
- Manufacturer User Guide

### TERMINAL SET-UP

Your terminal will arrive programmed and all you need to do is plug it in. You will either have your terminal set-up: **Internet Connection** or **Dial Up**. Internet is the preferred method of communication.

### HOT KEYS



## MERCHANT CUSTOMER SERVICE

Monday - Friday 8:00am - 5:00pm CST

1.800.944.1399 | [SignaPay.com](https://SignaPay.com)

## TRAINING GUIDE

### TO RUN A CREDIT SALE

- Press Green Key
- Press Green Key a second time.
- Press Green Key a third time.
- Enter amount of sale
- Press the Green Key
- Press F1 to complete the sale.
- There are three ways to run the sale:
  - Swipe card (Magnetic must be facing toward the keys)
  - For Apple Pay/Other NFC products: Instead of swiping card, the customer taps his/her phone once they have selected the credit card they would like to use
  - For EMV cards with a chip, fully insert the card at the bottom of the terminal and leave inside the terminal until directed to remove the card.
- Customer receipt copy: Press F1 for YES or Press F4 for NO.

*For this training exercise, run two different sales. We will void one of these sales prior to closing the batch, and return one sale after the batch has been closed.*

### TO RUN A DEBIT SALE

- Press Green Key
- Press Green Key or the number 1 key
- Press (F2) to scroll down and select debit
- Press (2) or the green key
- Enter amount of Sale
- Press the Green Key
- Tip required will be display on the screen. Press F1 for YES or F2 for NO
- Swipe card (Magnetic must be facing toward the keys)
- Customer enters his/her 4 digits pin number
- Press Green Key

### PROCESS A VOID

- Note: A void is also called a reversal.**
- Press the Green Key
  - Press 3
  - Press 1
  - The last four digits of the credit card and the transaction amount will be shown on the screen
  - Press the F2 Key to scroll down to the next transaction, and press F3 key to scroll up to the previous transaction
  - When you find the transaction you want to void, press F4
  - Press F1 to confirm the void
  - Customer copy: Press F1 for YES or Press F4 for NO

### ADJUST TIP (RESTAURANT APP.)

- Press the number 5 key
- The menu search tip adjustment will display on screen
- Press: (1) for all trans (2) reference number (found on receipt), (3) clerk #, (4) invoice #/ PO#
- \*\*\* recommended to select 1 for all transactions by pressing the green key\*\*\*
- Confirm last 4 digits of credit card number display on the screen
- Press (F4) to select the transaction
- Enter tip amount \$
- Press the green key
- Confirm transaction
- Press (F1) to accept OR (F4) to change
- To adjust another sale: Press F1 for YES or Press F4 for NO.

### CLOSE THE BATCH

- Press the number 7 key
- Credit/Debit/EBT will display on the screen
- Close batch and deposit funds? Press F1 for YES or Press F4 for NO.
- Reprint report? Press F1 for YES or Press F4 for NO.

## TRAINING GUIDE (CONT.)

### PROCESS A REFUND

- Press the Green Key
- Press 2
- Press 1
- Enter the return amount \$
- Press the Green Key
- Swipe card or key in card number:
  - For NFC:** Tap the customer's phone once they have selected their credit card
  - For EMV:** Insert card into the bottom of the terminal
- Customer copy: Press F1 for YES or Press F4 for NO.

### TO REPRINT RECEIPT

- Press 8
- Scroll down to "reprint"
- Press green button or #3
- The reprint menu will display on the screen
- Press (1) for last receipt (2) Search or (1) for last transaction
- Last receipt menu will display on the screen
  - Select (1) merchant copy
  - Select (2) for merchant copy
  - Select (3) for both
- Press Green Key

### TO PRINT REPORTS

- Press the # key (above green key)
- Press 0 zero key
- Select the report you would like to print by pressing the number associated with the report (0=Detail, 1=Summary, etc.)
- Press 1 to print Report or Press 2 to display report on the screen

