

## QUICK REFERENCE GUIDE

# Ingenico



This Quick Reference Guide will guide you through understanding your terminal's functionality and navigation, and will help you with troubleshooting.

**CHASE** ™  
Paymentech

**INDUSTRY**

**Retail and Restaurant**

**APPLICATION**

**Chase Paymentech's INGU32V406**

**TERMINALS**

**Ingenico 5100  
Ingenico 7780**

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Credit Transactions	To initiate
<p><b>Credit Sale*</b> A sale transaction using a credit card; the card may or may not be present.</p>	<p>Swipe the card and then select <b>CREDIT CARD</b>.</p> <p>Or, select <b>CREDIT CARD</b> and then select <b>SALE</b>.</p>
<p><b>Auth Only*</b> An authorization-only transaction provides an approval, but does not charge the consumer until the transaction has been added to the batch by way of a force transaction.</p>	<p>Select <b>CREDIT CARD</b> and then select <b>AUTH ONLY</b>.</p>
<p><b>Force*</b> Perform a force sale when the terminal cannot reach the host (Chase Paymentech) to authorize a transaction, or to finalize an Auth Only transaction. Contact your voice authorization center for an authorization code, and then force the transaction.</p>	<p>Select <b>CREDIT CARD</b> and then select <b>FORCE</b>.</p>
<p><b>Return*</b> Perform a return to refund money to a cardholder's account from a credit sale completed in a closed batch (i.e., previous day). May also be used to adjust a previous transaction.</p>	<p>Select <b>CREDIT CARD</b> and then select <b>RETURN</b>.</p>
<p><b>Void*</b> Perform a void to reverse a credit sale, force, or return transaction and prevent any funds from transferring from the cardholder's account. Only available for transactions in the current batch (i.e., same day).</p>	<p>Select <b>CREDIT CARD</b> and then select <b>VOID</b>.</p>
<p><b>Pay@Table (i7780 restaurant only)</b> Allows the terminal to be handed to the cardholder to swipe the credit or debit card and confirm any prompts while still being in possession of the card.</p>	<p>Select <b>PAY AT TABLE</b>.</p>
<p><b>Open/Close Tab (restaurant only)</b> A pre-authorization transaction for a specific, predetermined dollar amount.</p>	<p>Select <b>CREDIT CARD</b> and then select <b>TAB</b>.</p>

## Available Transaction Types

Your terminal supports various transaction types.

Refer to this section for information on what transactions are available, when to use them, and how to begin the transaction.

*\*Purchase and Commercial cards are supported for this transaction type.*

## Available Transaction Types

*Continued*

Your terminal supports various transaction types.

Refer to this section for information on what transactions are available and when to use them.

Debit Transactions	To initiate
<b>Debit Sale</b> A sale transaction using a debit card and PIN; the card must be present.	Select <b>DEBIT CARD</b> and then select <b>SALE</b> .
<b>Debit Return</b> Perform a debit return to refund money to a cardholder's account from a debit sale completed in a previous batch; the card must be present.  May not be available for all card issuers.	Select <b>DEBIT CARD</b> and then select <b>RETURN</b> .

EBT Transactions (Retail Only)	To initiate
<b>EBT Sale</b> An Electronic Benefits Transfer (EBT) card is a government-issued card tied to a specific government-assistance account. EBT transactions require PIN entry, as well as a trace number and balance amount printed on receipts. An EBT sale transaction may be a food stamp sale, or a cash benefit sale. The card must be present.	Select <b>EBT</b> and then select <b>SALE</b> .
<b>EBT Force</b> A sale transaction performed when the terminal cannot reach the host to authorize the transaction. Contact your voice authorization center for an authorization code, then perform a force transaction with the EBT card.	Select <b>EBT</b> and then select <b>FORCE</b> .
<b>EBT Return</b> Perform a return to refund money to a cardholder's account from an EBT sale completed in a closed batch (i.e., previous day). May also be used to adjust a previous transaction. Available only for food stamp transactions.	Select <b>EBT</b> and then select <b>RETURN</b> .
<b>EBT Balance Inquiry</b> Obtain a customer's remaining EBT account balance. Available for both food stamp and cash benefit.	Select <b>EBT</b> and then select <b>BAL INQ</b> .

## Cashier/Server Management

Accessible through the Admin menu, cashier/server management allows you to manage IDs and passwords.

### ADD CASHIER/SERVER

Adds new cashiers or servers to your terminal. You will be prompted to create an ID and a password, if enabled, for each new cashier/server.

### DELETE CASHIER/SERVER IDs

Removes all or a single clerk/server from the terminal.

### CASHIER/SERVER ID LIST

Prints a report of cashiers/servers currently signed on.

### CHANGE SERVER

Accessible through the Tab menu, the CHANGE SRV feature allows you to assign a new server to an open tab (restaurant only).

## Available Reports

A report is like a snapshot in time of business activities. Use this data to help you make crucial business decisions.

### Reports: Main Menu

Select **REPORTS** to launch the Report menu.

**Detail Report** Prints detail information for each transaction and a totals summary for each card type and issuer.

**Totals Report** Prints totals by card type and card issuer.

**Cashier/Server Summary** Prints a totals report by all or one cashier/server.

**Shift Report** Prints a detail or totals report by all or one cashier/server, if enabled.

**Unadjusted Tip Report** Prints a list of unadjusted transactions by cashier/server, if enabled.

**IRS Tip Report** Prints a Tip report by cashier/server with signature line, if enabled.

**Tip Discount Report** Prints a summary of tips and tip discounts by cashier/server, if enabled.

**Offline Report** Prints details of any Store and Forward transactions in the batch, if enabled.

**Open Tab Report (Restaurant only)** Prints a list of all open tabs by all or one cashier/server, if enabled.

### Reports: Gift Card

Select **GIFT CARD** and then select **REPORTS** to launch the Gift Report menu.

**Gift Card Detail/Audit Report** Prints a gift card detail report that includes transaction type and amount.

**Cashier/Server Gift Card Report** Prints a gift card detail report by cashier/server that includes transaction type, amount and total.

**Redemption Cashout Report** Prints the total redemption cashout amount in the current batch.

## Gift Card Transaction Types (Opt.)

If you are participating in Chase Paymentech's proprietary Gift Card program, your terminal supports various stored value card transaction types.

Refer to this section for information on what gift card transactions are available and when to use them.

Gift Card Transactions (Optional)	To initiate
<p><b>Issuance</b> Adds value to the gift card account. This transaction can be used to issue and activate a new card, or to reload an active card with incremental value.</p>	<p>Select <b>GIFT CARD</b> and then select <b>ISSUANCE</b>.</p>
<p><b>Activation/Block Activation</b> Create a consumer's gift card account by assigning value to a card. One or more gift cards can be activated at one time. Activations can only be performed on cards that have not been previously activated.</p>	<p>Select <b>GIFT CARD</b> and then select <b>BLOCK ACTIV</b> or <b>ACTIVATIONS</b>.</p>
<p><b>Redemption</b> Decreases the value stored on the consumer's gift card account. This transaction is performed when a consumer uses the card to purchase goods or services.</p>	<p>Select <b>GIFT CARD</b> and then select <b>REDEMPTION</b>.</p>
<p><b>Void</b> Remove a gift card transaction from the terminal's open batch. The void will communicate to the gift card host that the transaction is being reversed.</p>	<p>Select <b>GIFT CARD</b> and then select <b>VOID</b>.</p>
<p><b>Balance Inquiry</b> Print a receipt that displays the customer's available gift card balance (without changing it).</p>	<p>Select <b>GIFT CARD</b> and then select <b>BAL INQ</b>.</p>
<p><b>Force</b> Perform a force redemption, activation or issuance when the terminal cannot reach the gift card host with a valid approval code from the voice authorization center.</p>	<p>Select <b>GIFT CARD</b> and then select <b>FORCE</b> to access the Force menu.</p>
<p><b>Add Tip</b> A gift card redemption transaction for the amount of the tip, if tip processing is enabled.</p>	<p>Select <b>GIFT CARD</b> and then select <b>ADD TIP</b>.</p>

## BEGIN A SALE

Swipe or manually key the card, and then specify credit or debit. (Note: Debit cards must be swiped.)

## BEGIN OTHER TRANSACTIONS

From the main menu, select the appropriate card type, and then use the hot keys to navigate to the type of transaction you wish to perform.

## CASHIER/SERVER MENU

Press **[Admin]** and then select **CASHIER/SERVER MENU**.

## BATCH REVIEW

Select **REPORTS**. Choose whether you would like a detail or totals report, and then specify whether you would like the report printed or simply displayed on the terminal.

## TIP ADJUSTMENTS

Select **CREDIT CARD** and then select **TIP ADJ**, if tip processing is enabled.

## PAY@TABLE

Select **PAY AT TABLE**, if your i7780 terminal supports this feature.

## INCREMENT THE SHIFT

Press **[Admin]**, select **SHIFT MENU** and then select **INCREMENT**.

## RESET THE SHIFT

Press **[Admin]**, select **SHIFT MENU** and then select **RESET SHIFT**.

## ABOUT SETTLEMENT

A Settlement operation is used to close the current batch and open a new batch for logging and accumulating transactions.

Your Ingenico terminal uses a Terminal Capture System (TCS), meaning it stores transactions throughout the day and sends batch totals of sales and refunds to the host (Chase Paymentech) after the close of business.

There are two settlement options:

### 1 - MANUAL SETTLEMENT

If your terminal is set to manually settle, select **SETTLE** from the main menu and follow the prompts displayed.

### 2 - AUTO SETTLEMENT

If your terminal is set to automatically settle, it will automatically settle transactions in the current batch at a specific, predetermined time, within a 24-hour period. When configured, auto settlement begins any time after the set time occurs if there are transactions in the batch.

For example, if auto settlement time is set to 22:30:00 (10:30 p.m.) then auto settlement occurs any time after 22:30:00. If the terminal is turned off before the set time, and turned on again (usually the next morning), auto settlement occurs at that time.

## Navigating Your Terminal

Refer to this section to find and begin the transaction or function you wish to use.

## Settling the Batch

Your transactions must be "settled" daily. Read this section to ensure the settlement process operates smoothly.

## Prompt Q&A

While navigating through transactions, you'll find that some prompts aren't as clear as others. This section clarifies those prompts.

Prompt	Description/Action
1. MERCH 1 2. MERCH 2 3. MERCH 3	For multi-merchant terminals, press the number assigned to the desired merchant.
ENTER LAST 4 DIGITS OF CARD#	Key the last 4 digits of the card number and press <b>[ENTER]</b> (the green button).
ENTER SERVER/CASHIER ID	Key the server/cashier ID (up to 6 digits in length) and press <b>[ENTER]</b> .
ENTER INVOICE NUMBER	Key the invoice number (up to 6 digits in length) and press <b>[ENTER]</b> .
DUPLICATE TRANSACTION CANCEL                      ACCEPT	Press the hot key under the desired option to accept or cancel the duplicate transaction.
ENTER CUST REFERENCE #	Key the customer reference number (up to 30 characters in length) and press <b>[ENTER]</b> .
CARD PRESENT? YES                                      NO	Press the hot key under the appropriate option to indicate whether or not the manually entered card is present.
ENTER CARD CODE VERIFICATION #	Key the Card Verification Code from the card and press <b>[ENTER]</b> .
1. NOT PRESENT 2. ILLEGIBLE 3. ABSENT	Press the number of the appropriate option to indicate why the Card Verification Code is not available.
TAX EXEMPT? YES                                      NO	Press the hot key under the appropriate option to indicate whether the transaction is tax exempt.
ENTER EXPIRATION DATE MMYY	Key the card's expiration date in MMY format and press <b>[ENTER]</b> .
ENTER APPROVAL CODE	Key in the 6 character approval code and press <b>[ENTER]</b> .

Code	Description	VISA	MC	AMEX	Disc.
X	Match - Address and 9-digit ZIP code	✗	✓	✗	✓
Y	Match - Address and ZIP code (for Discover, address only matches)	✓	✓	✓	✓
A	Partial - Address matches, ZIP code does not (for Discover, both address and ZIP match)	✓	✓	✓	✓
W	Partial - 9-digit ZIP code matches, address does not (for Discover, no data from issuer)	✗	✓	✗	✓
Z	Partial - ZIP code matches, address does not	✓	✓	✓	✓
N	No match - Neither address nor ZIP code match	✓	✓	✓	✓
U	Unavailable - AVS system unavailable or issuer does not support AVS	✓	✓	✓	✓
R	Retry - Issuer's system unavailable or timed out	✓	✓	✓	✗
S	Not supported - AVS not supported by issuer at this time	✓	✓	✓	✗

## AVS Response Codes

The Address Verification System (AVS) is a feature that adds fraud protection on card-not-present transactions. The numeric portion of the customer's street address and the ZIP code are compared against the information on file with the card-issuing bank.

Use this chart to interpret domestic AVS Response Codes by card type.

## Common Error Codes

In the event that your terminal displays an error, refer to these error codes to troubleshoot your terminal.

If the code you are experiencing is not shown, retry the transaction, or if possible, manually enter the account number.

If the error persists, contact your Help Desk for support.

Error Code	Description	Action
<b>BATCH NEAR MAX SETTLE BATCH PRESS ENTER</b>	The batch capacity of the terminal is nearly full.	Complete the transaction and settle as soon as possible.
<b>CHECK PINPAD PRESS ENTER</b>	The terminal is configured for an external PIN pad, but one is not detected.	Verify that the PIN pad is connected and receiving power.
<b>EXPIRATION DATE INVALID</b>	The card is expired.	Check the expiration date on the card. Request another form of payment.
<b>FAULTY CARD</b>	The terminal was unable to read the card.	Re-swipe the card and try again.
<b>LINE BUSY</b>	The phone line is in use or there may be problems with the line. The terminal will retry automatically.	If the error persists, check the terminal's connection and verify that no other devices are using the line. Connect an analog telephone to listen for a dial tone. Contact the service provider if there is no dial tone.
<b>INVALID AMOUNT</b>	An amount greater than the cash back limit, or the ceiling limit for sale or offline transactions, will generate this error.	Retry the transaction with an amount within the limit.
<b>BASE BUSY RETRY?</b>  <b>YES      NO</b>	<i>i7780 only</i>  The terminal is attempting to communicate with the base, but the base is communicating with another terminal.	Select <b>YES</b> to retry. If the error persists, check the status of other terminals.
<b>RANGE</b>	<i>i7780 only</i>  The terminal is attempting to communicate with the base, but the base is unreachable.	Verify that the terminal is within range and that the base has power.



