**Ingenico Transaction Quick Tips**

This guide provides at-a-glance tips and information for processing transactions using an Ingenico terminal. To learn more about your product, we encourage you to visit www.paymentstartnow.com. There, you will find information to help manage your business, access to user guides and video demonstrations, and access to reporting and self-service tools.

**ACCEPTING PAYMENTS**

**Credit Cards** – associated with a line of credit, these cards include Visa, MasterCard, American Express, Discover Network, Diners Club International, China Union Pay and JCB.

**Debit Cards** – associated with a bank account, these cards can be PIN-based, signature-based or both. Signature-based cards should be processed just like a credit card. PIN-based cards require the Cardholder to enter their PIN via the PIN pad integrated or attached to your point-of-sale solution.

If you would like to accept additional payments at your business or add a PIN pad, contact your sales representative.

**TRANSACTION TYPES**

There are five types of transactions: Card Present, Card Not Present, Credit/Refunds, Delayed Delivery and Forced Transactions. Card Present, Card Not Present, and Credit/Refunds are the three most common transaction types described here. For information about Delayed Delivery and Forced Transactions, please visit www.paymentstartnow.com.

1. **Card Present Sales** occur when the cardholder is with you at the point of sale and can sign the receipt. These must be processed in one of two ways:
   - Card-Swiped/Card-Inserted Transaction – this is the method of choice always. It is safer for your business and costs less money.
   - Key-Entered or Manual Transaction – if your point-of-sale device cannot read the card, you will have to manually enter the card number and other prompted information.

2. **Card Not Present Sales** occur when the cardholder is not present at your point-of-sale to sign the receipt. Businesses that accept cards via Mail Order, Telephone Order or e-Commerce are examples of card not present environments. Before you process a card not present transaction, you must obtain important information from your customers:
   - Cardholder’s account number
   - Card expiration date
   - Cardholder’s billing and shipping addresses (if different)
   - Cardholder’s telephone number and email address
   - CVV5/CVC2/CID number (security code for the card)

The security code and address verification requirements are important steps you may take to minimize your business’ risk to chargebacks – when a customer changes his mind about a service that you have already provided.

To learn more about security and fraud prevention, visit www.paymentstartnow.com.

**CONTACT US:**

www.paymentstartnow.com for user guides and other DIY tips

**24/7 Customer Service**
for when you need to speak with someone (have your Merchant ID number handy)

**24/7 Voice Authorization Center**
for when you need to obtain an authorization code for a transaction but don’t have a working POS device OR if the Card Issuer requests additional information during electronic authorization

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**Your Payment Solutions Team**
3. **Credit/Refund Transactions** are performed when you make a mistake or need to facilitate a refund and the transaction has already been settled. Credits may only be processed to the card used for the original transaction. Do not issue a credit by giving the cardholder cash (or a check) if the original purchase was made with a card. Also, do not credit a card for purchases originally made by cash or check. If you have a special policy regarding returns or refunds, make sure you clearly post it at the point of sale and print it on the transaction receipt close to the cardholder’s signature.

**TRANSACTION RESPONSES**

When you process a card, the four most common responses received are Approved, Decline, Pick Up Card, and Referral or Call Authorization. Descriptions of these responses are below:

1. **Approved** - Good news! Complete the transaction.
2. **Decline** - You will need to ask for an alternative form of payment.
3. **Pick Up Card** - This one is tricky. The Card Issuer is asking you to decline the transaction and not to return the card to the cardholder. We have tips to help you manage this and encourage you to read them by visiting www.paymentstartnow.com. You can learn about managing Code 10 Security Alerts and what to do with an unauthorized card.
4. **Referral or Call Authorization** - This means the Card Issuer wants you to call the Voice Authorization Center to provide additional information or obtain an approval code. Once you make the call, you will receive an approval or decline.

**TIPS & HINTS**

*Can I Void a Transaction?* Yes! A void can be performed if you ran the transaction incorrectly or a customer changes his mind after the transaction is complete but not yet settled. Voiding a transaction makes it appear to the cardholder as if the transaction never happened. To learn how to void a transaction on your point-of-sale solution, please reference the flip side of this guide or visit www.paymentstartnow.com.

*How Do I Settle Daily Transactions?* Great question! You need to settle transactions every day! Settling transactions is required in order for us to fund your account. Higher rates may apply if transactions are not settled daily. To learn how to settle transactions on your point-of-sale solution, please reference the flip side of this guide or visit www.paymentstartnow.com.

*What is EMV?* EMV, or chip cards, may be new to the US but are in wide use globally. There are over 2 billion chip cards in circulation worldwide, which have become popular due to the increased security protection they offer compared to the traditional magnetic stripe card. Elavon offers EMV-capable equipment, so you can process both card types quickly and easily. For more information, visit www.bechipcardready.com.

**TIPS FOR PROCESSING**

- Press **ENTER** to access the Main Menu from the idle screen
- To scroll through the menu, use the up and down arrows on the key pad
- Select the number that corresponds to the menu option of choice or press **ENTER** when the selection is highlighted
- Press and hold the **BACKSPACE** to advance paper to desired length

**CREDIT/DEBIT SALE**

- Select **SALE**
- Select **CREDIT** or **DEBIT**
- Enter the amount and press **ENTER**
- Swipe, insert, or tap card, or manually enter the account # and press **ENTER**
- If manually keyed, enter the expiration date and press **ENTER**
- If prompted, select **YES** to Confirm Amount or **NO** to cancel transaction
- If prompted, enter PIN and press **ENTER**
- If prompted, enter the last 4 digits of the account # and press **ENTER**

**Restaurant Prompts**

- Select **TIP PERCENTAGE**, **TIP AMOUNT**, or **NO TIP**
- If prompted, select Tip Percentage or select **OTHER**
- If prompted, enter Tip Amount or Tip Percentage and press **ENTER**
- Select **ACCEPT** to confirm amount or **CHANGE** to return to the Confirm Amount screen

**Manually-Keyed Security Prompts**

- Enter the CVV2 code and press **ENTER**
- Select **YES** or **NO** to indicate card presence
- Enter the address and press **ENTER**
- Enter the zip code and press **ENTER**
- If prompted “Approved: $00.00, Amount Due: $00.00,” select **CONTINUE** and then collect remaining amount due with a different card or another form of payment, or select **CANCEL** to reverse the authorization and cancel the transaction.

*(The transaction processes and a Merchant Copy of the receipt prints)*

- Select **YES** to print Customer Copy
- If manually keyed, Imprint Card and press **ENTER**
CREDIT FORCE
- Select FORCE
- Select CREDIT
- Enter the amount and press ENTER
- Swipe, insert, or tap card, or manually enter the account # and press ENTER
- If manually keyed, enter the expiration date and press ENTER
- If prompted, select YES to Confirm Amount or NO to cancel transaction
- If prompted, enter PIN and press ENTER
- If prompted, enter the last 4 digits of the account # and press ENTER
- If prompted, select YES or NO to indicate card presence
- Enter approval code and press ENTER
(The transaction processes and a Merchant Copy of the receipt prints)
- Select YES to print Customer Copy
- If manually keyed, Imprint Card and press ENTER

CREDIT/DEBIT VOID
- Select VOID
- Select ALL, REFERENCE #, CLERK/SERVER #, INVOICE/PO #, ACCOUNT #, CUSTOMER #, RRN or APPROVAL CODE from the Search Menu
- Locate the transaction to void (by swiping the card or entering the selected search criterion) and press SELECT
- Select YES to Confirm Void or NO to cancel transaction
- If prompted, enter PIN and press ENTER
(The transaction processes and a Merchant Copy of the receipt prints)
- Select YES to print Customer Copy

TIP ADJUSTMENT
Note: Tip Adjustment is not allowed on Card-Inserted (chip card) or Debit transactions
- Select TIP ADJUSTMENT
- Select ALL, REFERENCE #, CLERK/SERVER #, INVOICE/PO #, ACCOUNT #, CUSTOMER #, RRN, or APPROVAL CODE
- Locate the transaction to adjust (by scrolling through the list of transactions or searching by selected criterion) and press SELECT
- Enter Tip Amount and press ENTER
- Select ACCEPT to confirm adjustment
- Select YES or NO at “Adjust Another?”

PRINT/DISPLAY BATCH DATA
- Select OTHER
- Select REPORTS MENU
- Select DETAIL or SUMMARY
- Select PRINT or DISPLAY
- The selected information will print or display

SETTLEMENT
- Select SETTLEMENT
- Select YES to Close Batch and Deposit Funds or NO to cancel settlement
- Select ACCEPT to confirm batch totals or CANCEL to cancel settlement
- The Settlement processes and the Settlement Report prints

CREDIT/DEBIT RETURN
- Select RETURN
- Select CREDIT or DEBIT
- Enter the amount and press ENTER
- Swipe, insert, or tap card, or manually enter the account # and press ENTER
- If manually keyed, enter the expiration date and press ENTER
- If prompted, select YES to Confirm Amount or NO to cancel transaction
- If prompted, enter PIN and press ENTER
- If prompted, enter the last 4 digits of the account # and press ENTER
(The transaction processes and a Merchant Copy of the receipt prints)
- Select YES to print Customer Copy
- If manually keyed, Imprint Card and press ENTER

REPRINT
- Select OTHER
- Select REPRINT
- Select LAST RECEIPT, or select SEARCH and follow prompts
- Select MERCHANT COPY, CUSTOMER COPY, or BOTH