CHASE Paymentech™

Terminal Guide

Ingenico ICT220 & IWL220
Retail & Restaurant

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

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ICT220 - NAVIGATION

KEY	Function
1	**F1** – this is a variable key.
2	**F2** – press to scroll down.
3	**F3** – press to scroll up.
4	**F4** – this is a variable key.

IWL220 - NAVIGATION

KEY	Function
1	**F1** – this is a variable key.
2	**F2** – this is a variable key.
3	**F3** – this is a variable key used typically to scroll through a menu.
4	**F4** – this is a variable key used typically to scroll through a menu.

Key Functions

Press the keys beneath the display to navigate your terminal's menus.

This chart details the navigation for both the contact and wireless terminals.

KEY	Function
5 - F Key	Press to access the System Menu. When entering text, press to specify letters and characters.
6 -# Key	Press to access the Admin menu for reports and management.
7 -Cancel	Press to immediately stop the current activity and return to the idle screen.
8 -Clear/Back	Press to stop the current activity and restart the current activity, such as entering a password.
9 -Enter	Press to confirm and continue with the activity in progress.

Navigating Your Terminal

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

Integrated Contactless Technology

We're committed to providing you with the latest technology to help you make the most of your payment processing services.

For added convenience and security for both you and your customers, your Ingenico device supports both contactless and chip payments.

BEGIN A TRANSACTION
To begin a transaction, press **[Enter]** to access the main menu and then select the transaction type you wish to perform. Your terminal will guide you through the process.

For contactless payments, the customer should touch/tap their card on or in close proximity to the terminal for a few seconds.

BEGIN OTHER TRANSACTIONS
Press **[Enter]** and select the type of transaction you wish to perform.

CLERK/SERVER MENU
Press **[#]** and then select **Clerk/Server Menu**.

BATCH REVIEW
Press **[#]** and then select **Reports**. Choose whether you would like a detail or summary report, and then specify whether you would like the report printed or simply displayed on the terminal.

TIP ADJUSTMENTS
Press **[Enter]** and select **Tip Adjustment**, if tip processing is enabled.

REPRINT A RECEIPT
To reprint a receipt, select **[9]** from the main menu (for retail) or scroll and select **[10]** (for restaurants).

CONTACTLESS PAYMENTS
Your Ingenico terminal automatically accepts contactless payments. Your customers can touch or tap their contactless cards on or near the device to submit account information to the terminal, removing the need to insert, swipe or manually key.

During a sale transaction, the terminal will display the "Insert/Swipe/ Tap" prompt and the contactless symbol. At this time, customers with contactless-enabled cards should touch/tap their card on or in close proximity to the terminal for a few seconds. Your terminal will process contactless payment transactions as if a card were swiped or inserted.

As an added security measure, for transaction amounts over a pre-set threshold, the terminal will prompt to insert or swipe the card.

Note: Tip functionality requires the card to be inserted or swiped.

Credit Transactions	To initiate
SALE* A sale transaction using a credit card; the card is present.	Press **[Enter]** and then select **[0]** - Sale.
RETURN* 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.	Press **[Enter]** and then select **[1]** - Return. Enter Supervisor password.
VOID* 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).	Press **[Enter]** and then Scroll to or select **[3]** - Void.
FORCE* Perform a force sale when the terminal cannot reach the host (Chase Paymentech) to authorize a transaction, or to finalize a Pre-Auth transaction. Contact your voice authorization center for an authorization code, and then force the transaction.	Press **[Enter]** and then Scroll to or select **[4]** - Force.
PRE-AUTH * 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.	Press **[Enter]** then Scroll to or select **[8]** - Pre-Auth.
OPEN/CLOSE TAB (restaurant only) A transaction for a specific, predetermined dollar amount.	Press **[Enter]** and then select **Tab**.

Debit Transactions	To initiate
DEBIT SALE A sale transaction using a debit card and PIN; the card must be present.	Press **[Enter]** and select **[0]** - Sale.
DEBIT RETURN 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.	Press **[Enter]** and then select **[1]** - Return. Enter Supervisor password.

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.

If you are participating in the Chase Paymentech 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.

To begin a Gift Card transaction, press **[Enter]** and select **Gift** (does not apply to a void).

Gift Card Transactions (Optional)	To initiate
ISSUANCE 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.	Press **[0]** - Issuance/Add.
ACTIVATION/BLOCK ACTIVATION 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.	Press **[7]** to select Activation or press **[8]** - Block Activation.
REDEMPTION 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.	Press **[1]** - Redemption.
VOID 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.	Without entering the Gift menu, press **[Enter]** and select **[3]** - Void.
BALANCE INQUIRY Print a receipt that displays the customer's available gift card balance, without changing it	Press **[2]** - Balance Inquiry.
FORCE 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 centre.	Press **[5]** to select Issuance or press **[6]** - Redemption.
ADD TIP A gift card redemption transaction for the amount of the tip, if tip processing is enabled.	Press **[3]** - Add Tip.

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Display	Action
05/15/12 10:17:17 CHASE Paymentech	From the IDLE screen, Press **[0]** to initiate a sale.
Enter Sale Amount **$0.00**	Key the amount of the sale on the iCT220 and press **[Enter]**. Swipe/Key Card.
Sale $1:00 Swipe / Insert / Tap / Key	Swipe, insert, tap, or key the card.
Visa Credit Selected Verifying Card	No action required.
Confirm Amount $1.00 Yes No	Press **[F1]** for Yes or **[F4]** for No.
ENTER PIN ******	Enter PIN and press **[OK]**.
Processing… **Do Not Remove Card**	Terminal connects to host. No action required.
Approved **Removed Card**	Receipt prints and approval is displayed. Press **[Enter]** to print the Customer copy.

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

Reports: Admin Menu

REPORTS: ADMIN MENU
To access, press **[#]** and then **[0]** and select **Reports Menu**.

[1] DETAIL REPORT Prints detail information for each transaction and a totals summary for each card type and issuer.

[2] SUMMARY REPORT Prints totals by card type and card issuer.

[3] CLERK/SERVER SUMMARY Prints a summary report by all or one clerk/server.

[4] OPEN PRE-AUTH REPORT Prints a list of all open pre-auth transactions stored in the terminal.

[5] UNADJUSTED TIP REPORT Prints a list of unadjusted transactions by clerk/server, if enabled.

[6] OPEN TAB REPORT Prints a list of current open tabs

[7] EMV REPORT Prints reports related to EMV chip transactions, parameters, statistics and key settings.

[8] RECENT ERROR REPORT Displays a log of recent terminal and/or transaction errors.

Reports: Gift Card

REPORTS: GIFT CARD
To access, press **[Enter]** and scroll to or select **[5]** - Gift. Press **[4]** to open the Gift Reports menu.

[1] GIFT CARD DETAIL REPORT Prints detailed information for each transaction and a summary report of transaction types.

[2] GIFT CARD SUMMARY REPORT
Prints totals by transaction type.

[3] CLERK/SERVER GIFT CARD REPORT
Prints a gift card detail report by clerk/server that includes transaction type, amount and total.

[1] ADD ID
Adds new clerks or servers to your terminal. You will be prompted to create an ID and a password, if enabled, for each new clerk/server.

[2] DELETE IDs
Removes all or a single clerk/server from the terminal.

[3] PRINT ID LIST
Prints a report of clerks/servers currently signed on.

[4] AUTO ADD CLERK / SERVER
This feature allows you to automatically add new clerks/servers during a transaction. If you toggle the feature off, then the terminal will not allow a transaction unless a valid clerk-server ID is entered.

[5] CLERK PROMPT
Enable this feature to have the terminal prompt for a clerk/server ID during each transaction.

[6] CLERK WORDING
This feature allows you to alternate the terminal's verbiage from "clerk," "server" or "cashier."

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, press **[Enter]** and scroll to or select **[9]** - **Settlement** from the main menu, then 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.

Clerk/Server Management

Accessible through the Admin menu, Clerk/Server management allows you to manage IDs and passwords. Press **[#]** to access the Admin menu and **[1]** - Server Menu.

Settling the Batch

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

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 Merchant Support at 1.800.265.5158

Code	Description	Action
BATCH NEAR MAX SETTLE BATCH	The batch capacity of the terminal is nearly full.	Complete the transaction and settle as soon as possible.
CAN'T READ CHIP SWIPE ALLOWED REMOVE CARD	A chip card was inserted in the chip reader, but could not be read.	The card can now be swiped on the terminal.
TAP FAILED PLEASE INSERT OR SWIPE CARD	A contactless chip card was tapped however the amount is over the contactless transaction limit.	Insert the card.
PASSWORD LOCKED OUT PRESS ENTER	More than four invalid attempts have been made to enter the admin password.	The admin account will be locked out for 30 minutes or another admin account may reset the locked account.
PIN TRIES EXCEEDED	The chip card has recorded too many invalid PIN entry attempts.	Request another form of payment.

Code	Description	Action
AMOUNT EXCEEDS CARD BALANCE LIMIT=$X.XX	Displayed if a pre-paid card is used for Auth Only, Pre-auth or Open Tab, and is partially approved (or fully approved but with $0 remaining balance on the card), during completion.	Process completion, close tab or force sale with the originally approved amount on the Auth Only, Pre-auth or Open Tab. A new transaction can be processed with another card to satisfy any balance owing.
EXCEEDS AMOUNT AUTHORIZED LIMIT=$X.XX	Displayed if the final amount exceeds the original amount authorized on an Open Tab or Pre-Auth transaction. This message may appear when closing the Open Tab or completing the Pre-Auth transaction.	Process completion or close tab with the originally approved amount on the Pre-auth or Open Tab, or void the original transaction and re-authorize for the full amount owing.
INVALID AMOUNT	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.