



## REFUND TRANSACTIONS

From the READY prompt press the MENU button, then (F2) until REFUND is highlighted and press ENTER. Key in the refund amount and press ENTER. Insert the customer's card into the PIN Pad or swipe it on the terminal. If requested, enter the Supervisor Password and then press ENTER or swipe the Supervisor Card. The terminal will dial out to the acquirer for authorisation, if the refund is authorised then REFUND ACCEPTED will be shown.

The terminal will print the Merchant Copy which the customer must sign. Remove the card. Check the signature on the Merchant Copy with that on the card. If the signature is valid press ENTER, otherwise press CLEAR. The terminal will then print the Customer Copy.

## CONTACTLESS - SALE



From the READY prompt, enter the sale amount and press ENTER. A Contactless symbol will be displayed if the amount entered is below the maximum Contactless limit. The cardholder should present their card over the Contactless symbol on the terminal display.

The terminal will now print the Merchant receipt. If the customer requests a receipt this must be done before the next transaction takes place. From the idle screen press the decimal point key to print a customer receipt.

## END OF DAY REPORTS

To access the reports menu press the MENU key until the System Menu is displayed. Press ENTER to select Totals. End-of-Day-Banking will be highlighted; press ENTER to select. Key in your supervisor code and press ENTER or swipe your supervisor card. (Follow the display prompts or refer to the User Guide.) The terminal will either go online to the acquirer to confirm the totals before printing the report, or will print out a report showing the totals. End-of-Day-Banking should be performed every day as this is your confirmation of the transaction totals that have been sent to the acquirer.

**Z-Totals:** Select the TOTALS menu as above. Press (F2) to highlight Z-Report and then ENTER to select. Key in your supervisor code and press ENTER or swipe your supervisor card. The terminal will print out a report showing the totals taken by the terminal since the last Z-Report and will print 'Totals Reset' at the bottom of the printout. Please refer to the User Guide for a description of the contents of the report.

**X-Totals:** Select TOTALS MENU as above. Press (F2) to highlight X-Report and then ENTER to select. This report is an exact copy of the Z-Report except that the report will show 'Totals Not Reset' at the bottom of the printout. This will continue to accumulate until a Z-Report is run.

## ADDITIONAL INFORMATION

**Duplicates:** To print a duplicate of the last transaction processed press the MENU button to display the TRANSACTION MENU and then press the (F2) until Duplicate Receipt is highlighted. Press ENTER to print the duplicate. **Note:** Duplicate receipts can only be printed for transactions.

**Referrals:** If the terminal displays CALL AUTH CENTRE or PLEASE WAIT with a telephone number, you must phone for authorisation for that card. Do not complete the transaction unless advised by the referral team.

**PIN tries exceeded:** If the terminal displays this message then please follow the display prompts.

## ONLINE RESOURCES

To download a detailed User Guide for the iCT200 series visit [www.ingenico.co.uk/userguides](http://www.ingenico.co.uk/userguides)

The Ingenico website also provides Frequently Asked Questions at [www.ingenico.co.uk/faq](http://www.ingenico.co.uk/faq) which include further details on installation.