



User guide for POS terminals:  
Ingenico  
Extended Edition



SALE IN INSTALMENTS

1. Press the key “-” (1<sup>st</sup> key from the right, underneath the screen) and via the arrow keys (▲ ▼) navigate to “INSTALMENTS” and press the green key.
2. Enter the amount and press the green key.
3. – If the card only has a magnetic stripe, swipe it through the slot on the side of the terminal.  
– If the card has a chip, insert it into the slot on the front of the terminal.  
– If the card is contactless, the customer needs to tab it on the contactless symbol, at the top of the terminal.
4. Enter the number of instalments and press the green key.
5. Enter the date of the first instalment and press the green key.
6. Enter the date of the first instalment once again and press the green key.
7. The screen will display a confirmation of the sale with the number of instalments and date of first instalment. To proceed press the green key and to cancel press the red key.
8. If the terminal prompts the message PIN IS REQUIRED then the customer needs to enter the PIN and press the green key.
9. Keep the first printed receipt and press the green key to print your customer’s receipt.

PRE-AUTHORISATION

1. Press the key “-” (1<sup>st</sup> key from the right, underneath the screen) and via the arrow keys (▲ ▼) navigate to “PREAUTHORISATION” and press the green key.
2. Select “NEW” via the arrow keys and press the green key.
3. Enter the amount and press the green key.  
– If the card only has a magnetic stripe, swipe it through the slot on the side of the terminal.  
– If the card has a chip, insert it into the slot on the front of the terminal.  
– If the card is contactless, the customer needs to tab it on the contactless symbol, at the top of the terminal.  
– If the card is not present, press the green key, enter its number and expiration date and press the green key again. Repeat the entering of the card’s number and expiration date followed by the pressing of green key at the end.
4. If the terminal prompts the message PIN IS REQUIRED then the customer needs to enter the PIN and press the green key.
5. Keep the first printed receipt that includes the preauthorisation number in your customer’s file.

VOID PRE-AUTHORISATION

1. Press the key “-” (1<sup>st</sup> key from the right, underneath the screen) and via the arrow keys (▲ ▼) navigate to “PREAUTHORISATION” and press the green key.
2. Select “VOID PRE-AUTH” via the arrow keys and press the green key.
3. Enter your terminal’s password and press the green key.
4. Enter the transaction number you wish to cancel (can be located on the receipt, underneath JCClink, within brackets on the right) and press the green key.  
– If the card only has a magnetic stripe, swipe it through the slot on the side of the terminal.  
– If the card has a chip, insert it into the slot on the front of the terminal.  
– If the card is contactless, the customer needs to tab it on the contactless symbol, at the top of the terminal.  
– If the card is not present, press the green key, enter its number and expiration date and press the green key again. Repeat the entering of the card’s number and expiration date followed by the pressing of green key at the end.
5. Keep the first printed receipt and press the green key to print your customer’s receipt.

INSTALLATION / TURN- ON THE TERMINAL	<ol style="list-style-type: none"> <li>1. Plug in the power cable.</li> <li>2. Press the green key to turn on the terminal.</li> </ol>
SALE WITH CARD	<ol style="list-style-type: none"> <li>1. Press the green key, enter the amount and press the green key again.</li> <li>2. – If the card only has a magnetic stripe, swipe it through the slot on the side of the terminal. <ul style="list-style-type: none"> <li>– If the card has a chip, insert it into the slot on the front of the terminal. If the terminal prompts for the PIN, pass the terminal over to the customer to enter it and then press the green key.</li> <li>– If the card is contactless, the customer needs to tab it on the contactless symbol, at the top of the terminal. If the terminal prompts for the PIN, pass the terminal over to the customer to enter it and then press the green key.</li> </ul> </li> <li>3. Keep the first printed receipt and press the green key to print your customer's receipt.</li> </ol> <p>If during the transaction the terminal displays the message DUPLICATE TRANSACTION CONTINUE Y/N? it means that the particular card transacted on the specific terminal once before during the course of the particular day, for the same amount. To accept and proceed with this transaction press the green key=Y and to stop press the red key=N.</p>
VOID TRANSACTION	<ol style="list-style-type: none"> <li>1. Press the key "←" (1<sup>st</sup> key from the right, underneath the screen) and via the arrow keys (▲ ▼) navigate to "VOID" and press the green key.</li> <li>2. Enter your terminal's password and press the green key.</li> <li>3. Enter the transaction number you wish to cancel (can be located on the receipt, underneath JCClink, within brackets on the right) and press the green key.</li> <li>4. Swipe the card through the slot on the side of the terminal or insert it into the slot on the front of the terminal or tab it on the contactless symbol, at the top of the terminal. <ul style="list-style-type: none"> <li>If the card is not present, press the green key, enter the card's details (number and expiration date) and press the green key. Repeat the entering of the card's number and expiration date followed by the pressing of green key.</li> </ul> </li> </ol>
RE-PRINT RECEIPT	<p>In case you wish to re-print the last transaction's receipt (eg when you run out of printing paper while printing the last transaction): Press the key "←" (1<sup>st</sup> key from the left, underneath the screen) and via the arrow keys (▲ ▼) navigate to "REPRINT" and press the green key.</p> <p>Note: The receipt of the last transaction can only be re-printed once.</p>
RETURN OF AMOUNT	<ol style="list-style-type: none"> <li>1. Press the key "←" (1<sup>st</sup> key from the right, underneath the screen) and via the arrow keys (▲ ▼) navigate to "RETURN" and press the green key.</li> <li>2. Enter your terminal's password and press the green key.</li> <li>3. Enter the amount and press the green key again.</li> <li>4. – If the card only has a magnetic stripe, swipe it through the slot on the side of the terminal. <ul style="list-style-type: none"> <li>– If the card has a chip, insert it into the slot on the front of the terminal.</li> <li>– If the card is contactless, the customer needs to tab it on the contactless symbol, at the top of the terminal.</li> <li>– If the card is not present, press the green key, enter its number and expiration date and press the green key again. Repeat the entering of the card's number and expiration date followed by the pressing of green key at the end.</li> </ul> </li> <li>5. Keep the first printed receipt and press the green key to print your customer's receipt.</li> </ol> <p>Note for DCC transactions: If the original transaction was performed in a foreign currency (DCC), then during the refund process the terminal will prompt the user to select the original currency used as well as the exact exchange rate used in that particular transaction. These details can be found on the original transaction receipt.</p>
TRANSACTION S REPORT	<ol style="list-style-type: none"> <li>1. Press the key "←" (1<sup>st</sup> key from the left, underneath the screen) and via the arrow keys (▲ ▼) navigate to "TRANSACTIONS REPORT" and press the green key.</li> <li>2. Enter your terminal's password and press the green key.</li> </ol>
BATCH TRANSMISSION	<ol style="list-style-type: none"> <li>1. Press the key "←" (1<sup>st</sup> key from the left, underneath the screen) and via the arrow keys (▲ ▼) navigate to "CLOSE BATCH" and press the green key.</li> <li>2. Enter your terminal's password and press the green key.</li> <li>3. Keep the batch printout for your records.</li> </ol> <p>Note: It is strongly recommended that transactions are being left to automatically get transmitted at the preset time and not transmitted manually.</p>
TRANSACTION IN A FOREIGN CURRENCY (DCC)	<p>Important: A transaction in a foreign currency (DCC) should only be performed at the customer's request.</p> <ol style="list-style-type: none"> <li>1. Press the green key, enter the amount in EURO and press the green key again.</li> <li>2. – If the card only has a magnetic stripe, swipe it through the slot on the side of the terminal. <ul style="list-style-type: none"> <li>– If the card has a chip, insert it into the slot on the front of the terminal.</li> <li>– If the card is contactless, the customer needs to tab it on the contactless symbol, at the top of the terminal.</li> </ul> </li> <li>3. Offer the customer the option to pay in EURO or in their card's currency (GBP / USD / CHF / RUB at the given exchange rate) via the arrow keys (▲ ▼) and finally press the green key to perform the transaction.</li> </ol>
EXCHANGE RATES (DCC)	<p>Press the key "←" (1<sup>st</sup> key from the left, underneath the screen) and via the arrow keys (▲ ▼) navigate to "DCC RATES" and press the green key.</p> <p>Note: The currency exchange rates are subject to change at anytime during the day.</p>
OFFLINE SALE	<p>Important: In case where a problem occurs and the transaction is disputed, the amount will be refunded to the cardholder since the card was not present (or used) during the transaction.</p> <ol style="list-style-type: none"> <li>1. Press the key "←" (1<sup>st</sup> key from the right, underneath the screen) and via the arrow keys (▲ ▼) navigate to "OFFLINE COMPLETION" and press the green key.</li> <li>2. Enter the amount and press the green key.</li> <li>3. Press the green key, enter the card's number and press the green key again.</li> <li>4. Enter the card's expiration date and press the green key.</li> <li>5. Repeat the entering of the card's number and expiration date followed by the pressing of green key at the end.</li> <li>6. Enter the authorisation code (Auth. Code) that you were given by JCC over the phone.</li> <li>7. Keep the first printed receipt and press the green key to print your customer's receipt.</li> </ol>
CASHBACK	<ol style="list-style-type: none"> <li>1. Press the green key.</li> <li>2. Enter the amount and press the green key again.</li> <li>3. – If the card only has a magnetic stripe, swipe it through the slot on the side of the terminal. <ul style="list-style-type: none"> <li>– If the card has a chip, insert it into the slot on the front of the terminal.</li> <li>– If the card is contactless, the customer needs to tab it on the contactless symbol, at the top of the terminal.</li> </ul> </li> <li>4. The terminal will prompt the message "CASHBACK?". Ask your customer if they wish any Cashback.</li> <li>5. Select "YES" via the green key or "NO" via red key. If "Yes" was selected, enter the Cashback amount required and enter the green key.</li> <li>6. If the card is contactless, the customer needs to tab it on the contactless symbol, at the top of the terminal. (Re-tab the card).</li> <li>7. Pass the terminal over to the customer to enter his/her PIN followed by the pressing of the green key.</li> <li>8. Keep the first printed receipt and press the green key to print your customer's receipt.</li> </ol>