



ICT220 Fast Facts

Please place this leaflet alongside your terminal as a quick guide on how to commence the various types of transactions.

For more detailed information please refer to the User Guide.



Chip and PIN Transactions

- At the **READY** prompt the chip card should be inserted into the terminal.
 - Key in amount and press **ENTER**.
 - The customer should enter their PIN number and then press **ENTER**.
- Do **NOT** remove the card until prompted to do so or the transaction will be void.

Follow the terminal prompts to complete the transaction.

Chip and Signature Transactions



- At the **READY** prompt the chip card should be inserted into the terminal.
- Key in amount and press **ENTER**.
- Remove the card from the terminal to check the signature on the receipt.

Follow the terminal prompts to complete the transaction.



Magnetic Stripe (Swiped) Transactions

- Swipe the customers card through the terminal.
- Key in amount and press **ENTER**.

Follow the terminal prompts to complete the transaction.

Mail or Telephone Orders



- Press **MENU**.
- Select the transaction type and press **ENTER**.
- Key in customer card number and press **ENTER**.
- Key in expiry date and press **ENTER**.

Follow the terminal prompts to complete the transaction.



Transactions with Gratuity (Tips)

- Swipe the card through the terminal.
- Key in the amount of the sale and press **ENTER**.

Follow the terminal prompts to complete the transaction.

(This facility is only available to certain types of business)



Incorrect PIN Entry

If the customer has incorrectly entered their PIN number three times, the PIN will be locked and the customer must contact their card issuer for advice on how to unlock their PIN.



PIN Bypass

Bypass may be used if the customer has attempted to enter their PIN unsuccessfully or if they forget their PIN number. The Bypass function will allow the transaction to progress as a Signature transaction. The Bypass function will only be allowed for a limited period of time. If using Bypass press the **CANCEL** key and then the **MENU** key twice for PIN Bypass menu.



Common Prompts

PROMPT	POSSIBLE CAUSE	REMEDY
CALL AUTH CENTRE	Assistance required.	Call the Authorisation Centre on the number displayed by the terminal. Once you have spoken to the Authorisation Centre press the GREEN ENTER button and follow the prompts displayed by the terminal.
CALL HELPDESK	Assistance required.	Please contact your helpdesk.
FAULTY CARD	The card is not inserted into the PINpad or been swiped correctly.	Insert or swipe the card again. If the problem persists key enter the card details (<i>please see Section 15 of the User Guide</i>).
NOT AUTHORISED	The card issuer has declined to authorise the transaction.	Ask the customer to pay by some other means and press the YELLOW CLEAR button.
REFERRAL B	Assistance required.	Call the Authorisation Centre on the number displayed by the terminal. When the call is answered quote Referral B.



Banking

Banking must be carried out at the end of each business day.

Press **MENU** twice and press **ENTER** to select Totals.

Press **ENTER** again to select End of Day.

Swipe the Supervisor card.

The terminal may display additional prompts. If so, press **ENTER** until the terminal starts to print the Banking report.

**If you experience difficulties with your terminal,
please contact your Helpdesk**

Please be near the terminal when you call and have the following ready:

- Your Merchant Number (as shown on your terminal display)
- Your Terminal Supervisor card