

# Retail Application

## Quick Reference Guide



Ingenico Telium  
United States

The Elavon logo, featuring a stylized blue wave or swoosh above the word "Elavon" in a serif font.

## Color Key

Required Merchant Input on Point of Sale

Required Customer Input on Internal or External PIN-pad

Optional Merchant Input on Point of Sale

Admin key is the [.,#\*] key

## Credit Sale

> Press [1] for Sale

> Press [1] for Credit

### Optional Clerk ID prompts:

> Enter Clerk ID and press [ENTER]

> If prompted, select [YES] or [NO] to Add Clerk ID

> Enter the amount and press [ENTER]

> Swipe, tap, or manually enter the card # and press [ENTER]

### Optional Manually-Keyed Security Prompts:

> Enter the CVV2 code and press [ENTER]

> Select [YES] or [NO] to indicate if card is present

> Enter the address and press [ENTER]

> Enter the zip code and press [ENTER]

### If Purchasing, Business, or Commercial card:

> Press [2] for Purchasing Card

> If swiped, enter the last 4 digits of the card # and press [ENTER]

> If manually keyed, enter the expiration date and press [ENTER]

### If Purchasing, Business, or Commercial card:

> Enter the Customer PO # and press [ENTER]

> Enter the Tax Amount and press [ENTER]

> Select [YES] if Tax Exempt

### Optional Invoice/Ticket prompts:

> Enter Invoice or Ticket # and press [ENTER]

> Press [OK] to confirm transaction amount

### The following prompts may appear for customer verification on the internal or external PIN Pad:

> Select [ACCEPT] or [CHANGE] to confirm amount or return to previous screen

> The Transaction authorizes and a Merchant Copy of the receipt prints

> Select [YES] or [NO] to print Customer Copy

> If manually keyed, imprint card and press [ENTER]

## Debit Sale

> Press [1] for Sale

> Press [2] for Debit

### Optional Clerk ID prompts:

> Enter Clerk ID and press [ENTER]

> If prompted, select [YES] or [NO] to Add Clerk ID

> Enter the amount and press [ENTER]

> Swipe or tap the card

### Optional Invoice/Ticket Prompts:

> Enter Invoice or Ticket # and press [ENTER]

### The following prompts may appear for customer verification on the internal or external PIN Pad:

> Select [YES] or [NO] to confirm Amount

> Enter PIN and press [ENTER]

> The Transaction authorizes and a Merchant Copy of the receipt prints

> Select [YES] or [NO] to print Customer Copy



## Credit Authorization Only

- > Press **[6]** for Auth Only

### Optional Clerk ID prompts:

- > Enter Clerk ID and press **[ENTER]**
- > If prompted, select **[YES]** or **[NO]** to Add Clerk ID
- > Enter the amount and press **[ENTER]**
- > Swipe, tap, or manually enter the card # and press **[ENTER]**
- > If swiped, enter the last 4 digits of the card # and press **[ENTER]**
- > If manually keyed, enter the expiration date and press **[ENTER]**

### Optional Manually-Keyed Security Prompts:

- > Enter the CVC code and press **[ENTER]**
- > Select **[YES]** or **[NO]** to indicate if card is present
- > Enter the address and press **[ENTER]**
- > Enter the zip code and press **[ENTER]**
- > The Transaction authorizes and a Merchant Copy of the receipt prints

## Credit Force

- > Press **[4]** for Force
- > Press **[1]** for Credit

### Optional Clerk ID prompts:

- > Enter Clerk ID and press **[ENTER]**
- > If prompted, select **[YES]** or **[NO]** to Add Clerk ID
- > Enter the amount and press **[ENTER]**
- > Swipe, tap, or manually enter the card # and press **[ENTER]**
- > If swiped, enter the last 4 digits of the card # and press **[ENTER]**
- > If manually keyed, enter the expiration date and press **[ENTER]**
- > If prompted Select **[YES]** or **[NO]** to indicate if card is present

### Optional Invoice/Ticket prompts:

- > Enter Invoice or Ticket # and press **[ENTER]**
- > Press **[OK]** to confirm transaction amount

- > Enter the approval code and press **[ENTER]**
- > The Transaction authorizes and a Merchant Copy of the receipt prints
- > Select **[YES]** or **[NO]** to print Customer Copy
- > If manually keyed, imprint card and press **[ENTER]**

## Credit Return

- > Press **[2]** for Return
- > Press **[1]** for Credit
- > If prompted, key in password and press **[ENTER]**

### Optional Clerk ID prompts:

- > Enter Clerk ID and press **[ENTER]**
- > If prompted, select **[YES]** or **[NO]** to Add Clerk ID
- > Enter the amount and press **[ENTER]**
- > Swipe, tap, or manually enter the card # and press **[ENTER]**
- > If swiped, enter the last 4 digits of the card # and press **[ENTER]**
- > If manually keyed, enter the expiration date and press **[ENTER]**

### Optional Invoice/Ticket Prompts:

- > Enter Invoice or Ticket # and press **[ENTER]**
- > Press **[OK]** to confirm transaction amount
- > The Transaction authorizes and a Merchant Copy of the receipt prints
- > Select **[YES]** or **[NO]** to print Customer Copy

## Debit Return

- > Press [2] for Return
- > Press [2] for Debit
- > If prompted, key in password and press [ENTER]

### Optional Clerk ID prompts:

- > Enter Clerk ID and press [ENTER]
- > If prompted, select [YES] or [NO] to Add Clerk ID
- > Enter the amount and press [ENTER]
- > Swipe or tap the card

### The following prompts may appear for customer verification on the internal or external PIN Pad:

- > Select [YES] or [NO] to Confirm Amount
- > Enter PIN and press [ENTER]
- > The Transaction authorizes and a Merchant Copy of the receipt prints
- > Select [YES] or [NO] to print Customer Copy

## Void

- > Press [3] for Void
- > Select [1] All, [2] Reference #, [3] Clerk #, [4] Invoice #, [5] Account #, [6] Customer #, [7] RRN, or [8] Approval Code from the Search Menu
- > Locate the transaction to void (by swiping the card or entering the selected search criterion) and press [SELECT]

### The following prompts may appear for customer verification on the internal or external PIN Pad:

- > Select [YES] or [NO] to Confirm Amount
- > If prompted, enter PIN and press [ENTER]
- > Select [YES] to Confirm Void
- > The Transaction authorizes and a Merchant Copy of the receipt prints
- > Select [YES] or [NO] to print Customer Copy

## Reprint Receipt

- > Press [8] Other
- > Press [2] Reprint
- > Select [1] Last Receipt or [2] Search from the Reprint menu
- > If Search is chosen:
  - Select [1] All, [2] Reference #, [3] Clerk #, [4] Account #, or [5] Invoice/Ticket # from the Search Menu
  - Locate the receipt to reprint (by swiping the card or entering the selected search criterion) and press [SELECT]
- > Press [1] to reprint the Merchant Copy, [2] to reprint the Customer Copy, or [3] to reprint Both
- > The selected receipt(s) will print

## Print/Display Batch Data

- > Press [8] Other
- > Press [1] Reports
- > Select [1] Detail or [2] Summary
- > Select [1] Print or [2] Display
- > The selected information will print or display

## Print/Display Clerk Data

- > Press [8] Other
- > Press [1] Reports
- > Select [3] Clerk
- > Select [1] All or [2] Single Clerk
- > If Single Clerk, key clerk ID and press [ENTER]
- > Select [1] Print or [2] Display
- > The selected information will print or display

## HOST Totals

- > Press the [ADMIN] key
- > Enter password and press [ENTER]
- > Select [2] Batch Menu
- > Select [5] Host Batch Inquiry
- > Select [1] Print or [2] Display
- > The selected information will print or display

## Settlement

- > Press **[7]** for Settlement
- > Select **[YES]** or **[NO]** to Close Batch and Deposit Funds
- > Select **[ACCEPT]** or **[CANCEL]** to confirm Batch Totals
- > The Settlement processes and the Settlement Report prints

## View Batch History

- > Press the **[ADMIN]** key
- > Enter password and press **[ENTER]**
- > Select **[2]** Batch Menu
- > Select **[2]** View History
- > Select **[1]** Batch #, **[2]** All, or **[3]** Last Batch
- > The selected information will display

## View Batch Totals

- > Press the **[ADMIN]** key
- > Enter password and press **[ENTER]**
- > Select **[2]** Batch Menu
- > Select **[1]** Batch Totals
- > The selected information will display

## Add Clerk

- > Press the **[ADMIN]** key
- > Enter password and press **[ENTER]**
- > Select **[1]** Clerk Menu
- > Select **[1]** Add ID
- > Key clerk ID and press **[ENTER]**
- > Select **[YES]** to add another clerk or **[NO]** to exit

## Delete Clerk

### Batch must be closed before deleting clerk IDs.

- > Press the **[ADMIN]** key
- > Enter password and press **[ENTER]**
- > Select **[1]** Clerk Menu
- > Select **[2]** Delete ID
- > Select **[ALL]** to delete all clerks or **[ONE]** to delete one clerk ID
  - For ALL, select **[YES]** to confirm
  - For ONE, key server ID and press **[ENTER]**. Select **[YES]** to confirm

## Print Clerk ID List

- > Press the **[ADMIN]** key
- > Select **[1]** Clerk Menu
- > Select **[3]** Print ID List
- > The list will print

## Accessing Menu Driven Prompts

- > Press **[ENTER]**
- > Press **[F1]** and **[F4]** to scroll through the list of options
- > Select the number that corresponds to the menu option of choice
  - [1]** SALE
  - [2]** RETURN
  - [3]** VOID
  - [4]** FORCE
  - [5]** GIFT
  - [6]** AUTH ONLY
  - [7]** SETTLEMENT
  - [8]** OTHER

## Creating Alpha Letters

- > Press the number that corresponds with the letter that needs to be entered
- > Press the **[F]** key until the desired letter appears





# MerchantConnect

## The Online Window To Your Payment Processing Account

MerchantConnect is your one-stop destination for online customer service. It contains everything you need to manage your electronic payment activity:

### My Account

Manage your account online. View statements, view or update your profile, request new products and track equipment shipments.

### My Reports

Provides you with timely and secure accounting information such as deposit summaries, transaction activity, chargeback and retrieval status and more.

### Support

Find resource information about transaction processing, industry mandates, product support and practical tips to help improve your bottom line.

Getting Started Is:  
Fast, Easy, Secure and Free!  
Go to [www.MerchantConnect.com](http://www.MerchantConnect.com)