

Retail Application

Quick Reference Guide



Ingenico Telium
United States

The Elavon logo, featuring a stylized blue wave 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