

# Restaurant

## INGENICO ELITE / I SERIES RESTAURANT APPLICATION

### CREDIT

#### SALE

+ **1** + **1** OR  
**1** + **1**

#### SLIDE/KEY CARD

> VERIFY CARD + OK  
> ENTER LAST 4 + OK  
**[OR] IF UNREADABLE:**  
ACCT. NO. + OK  
EXP. DATE + OK  
> CARD VALIDATION # + OK  
> CARD PRESENT? YES/NO  
> ENTER ADDRESS + OK  
> ENTER ZIP + OK  
> SERVER ID + OK

#### SALE AMOUNT. + OK

> SELECT TIP PERCENTAGE  
> *OR SEE OTHER TIP*  
> INVOICE NO. + OK  
> TAX AMOUNT + OK  
> CUST. COPY? YES/NO  
> TIP AMNT. + OK  
> IMPRINT CARD

### REPRINT RECEIPT

**9** OR + **5** + **1**

1 = LAST COPY

2 = SEARCH

#### [IF OTHER]

> SEARCH  
> SELECT (to reprint)  
1 = MERCHANT COPY  
2 = CUSTOMER COPY  
3 = BOTH

### OFFLINE ENTRY

#### FOR VOICE AUTHORIZATION

**7** OR + **7**

#### SLIDE/KEY CARD

**[OR] IF UNREADABLE:**  
ACCT. NO. + OK  
EXP. DATE + OK  
> CARD VALIDATION # + OK  
> CARD PRESENT? YES/NO  
> SERVER ID + OK

#### SALE AMOUNT. + OK

> SELECT TIP PERCENTAGE  
> *OR SEE OTHER TIP*  
> TOTAL AMNT. + OK  
> INVOICE NO. + OK

#### APPRVL CODE + OK

> INVOICE NO. + OK  
> CUST. COPY? YES/NO  
> IMPRINT CARD

>  
>  
>  
>

### CREDIT RETURN

**8** OR + **8** + **1**

#### SLIDE/KEY CARD

**[OR] IF UNREADABLE:**  
ACCT. NO. + OK  
EXP. DATE + OK  
> SERVER ID + OK  
RETURN AMNT + OK  
> INVOICE NO. + OK  
> CUST. COPY? YES/NO  
> IMPRINT CARD

### TIP ADJUST

**2** OR + **2**  
> SEE SEARCH

#### TIP AMOUNT + OK

> TOTAL AMNT. + OK  
> SALE \$XX? + ACCEPT

ADJUST ANOTHER?  
YES/NO

### DEBIT SALE

+ **1** + **2** OR  
**1** + **2**

#### SLIDE CARD

> SERVER ID + OK  
SALE AMOUNT + OK  
> SELECT TIP PERCENTAGE  
> *OR SEE OTHER TIP*  
> CASHBACK AMNT. + OK  
> TOTAL AMNT. + OK

#### SALE \$XX? + ACCEPT

OR SEE CHANGE AMOUNT  
> INVOICE NO. + OK

#### PIN + OK

> CUST. COPY? YES/NO

### DEBIT RETURN

**8** + **2** OR  
 + **8** + **2**

#### SLIDE CARD

> SERVER ID  
RETURN AMNT. + OK  
> INVOICE NO. + OK  
PIN + OK  
> CUST. COPY? YES/NO

### CREDIT VOID

**6** OR + **6**  
> SEE SEARCH  
SELECT (to void)

CUST. COPY? YES/NO

### EBT CASH BENEFIT SALE

+ **1** + **3** + **1**

#### SLIDE/KEY CARD

**[OR] IF UNREADABLE:**  
ACCT. NO. + OK  
EXP. DATE + OK  
> SERVER ID + OK

#### SALE AMOUNT + OK

> TIP AMNT. + OK  
> CASHBACK AMNT. + OK  
SALE \$XX? + ACCEPT  
*OR SEE CHANGE AMOUNT*

#### PIN + OK

> TOTAL AMNT. + OK  
> INVOICE NO. + OK  
> CUST. COPY? YES/NO

### PAY AT TABLE

#### [I7770 ONLY]

+ **1** + **1**

> SERVER ID  
> INVOICE NO. + OK

#### SALE AMNT. + OK

**[GIVE TO CUSTOMER]**  
> LANGUAGE? ENG/SPAN  
> HOW WOULD YOU LIKE  
TO PAY? DEBIT/CREDIT

#### SLIDE CARD

> PIN + OK  
> SELECT TIP? 15%/18%  
> *OR SEE OTHER TIP*  
> CASH BACK?  
> CASH BACK + OK  
> TOTAL + ACCEPT  
**[RETURN TO SERVER]**  
> SERVER PASSWORD + OK

### SPECIAL OPTIONS

= OPTIONAL STEPS

IF OPTION IS ON -  
FOLLOW GREY STEP  
OR INSERT  
ADDITIONAL STEPS  
BELOW AT >

### COMMERCIAL CARD

CUSTOMER NUMBER  
TAX AMNT. + OK  
TAX EXEMPT YES/NO

### CHANGE AMOUNT

SALE \$XX? + CANCEL

SALE AMNT. + OK

SELECT TIP

PERCENTAGE

> *OR SEE OTHER TIP*

TOTAL AMNT. + OK

### SEARCH

SEARCH BY...

1 = ALL

2 = REF #

REF + OK

3 = SERVER #

SERVER + OK

4 = ACCOUNT #

ACCOUNT + OK

5 = INVOICE #

INVOICE + OK

(to scroll through transactions)

> NEXT/PREV

(to select current transaction)

> SELECT

BANK NAME	
BANK PHONE	
HELP DESK PHONE	
V NUMBER	
VISA/MASTERCARD VOICE AUTH PHONE	
MERCHANT NO/ID	
OTHER	

## END-OF-DAY BALANCING

### SUMMARY REPORT



(then)

1 = PRINT

2 = DISPLAY

### DETAIL REPORT



(then)

1 = PRINT

2 = DISPLAY

### SERVER REPORT



4 = SERVER

5 = UNADJ TIP

6 = OPEN TABS

7 = IRS TIP



(scroll or press 4)

1 = ALL SERVERS

2 = SINGLE SERVER

> SERVER ID + OK

> CASH TIP + OK

### TRANSMIT BATCH



[IF SINGLE MERCHANT]

CONFIRM SETLMT

YES/NO

[IF MULTI MERCHANT]

SETTL WHICH MERCH

1 = ALL

2 = SELECT

[IF SELECT]

> SELECT MERCHANT

CANCEL/ACCEPT

## TERMINAL MESSAGES

### ADDRESS MATCH

Address match only. (AVS)

### AMOUNT INVALID

Amount falls outside allowable range. Call Help Desk.

### BAD ACCOUNT NUM

If account number was entered manually, reenter. If error persists, call **Voice Authorization Center**.

### BATCH FULL

Settle batch.

### CARDREADER ONLY

Manual card entry is not allowed. Slide card.

### DECLINE

Request another card from cardholder.

### INVALID AMOUNT

Amount is above the Store and Forward offline limit. Call **Help Desk**.

### LINE BUSY

Line is busy at the host or there are telephone circuit problems. Try transaction again or call **Voice Authorization Center**.

### LOST COMM W/HOST

### NO DIAL TONE

### NO MATCH

No Address or Zip Code match. (AVS)

### NO MERCHANT ID

The merchant ID was entered incorrectly or is not in the setup of the application. Call **Help Desk**.

### QD XXX [or] RB XXX

Quit Duplicate or Reject Batch. Call **Help Desk**.

### SERV NOT ALLOWED

Service not allowed for card type.

### SERVER TABLE FULL

Print server ID list, then delete unused server IDs.

### UNSUPPORTED CARD

The card's bin range falls outside of a recognizable range.

### ZIP MATCH

Zip Code match only. (AVS)