



Ingenico
Telium2
Canada

QUICK REFERENCE GUIDE

Restaurant Application

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Elavon



TIPS FOR PROCESSING



- **ADMIN** key



- **ENTER** or **YES**



- **BACKSPACE**



- **CANCEL** or **NO**

- Press **ENTER** to access the Main Menu from the idle screen
- To scroll through the menu, use the up and down arrows on the key pad
- Select the number that corresponds to the menu option of choice or press **ENTER** when the selection is highlighted
- Press and hold the **BACKSPACE** to advance paper to desired length



The following prompts may appear depending on terminal setup, card type and/or entry method.

Customer Reference Number:

- Enter **CUSTOMER REF #** and press **ENTER**

Debit Cash Back Prompts:

- Select **YES** for cash back or **NO** to bypass
- Enter cash back amount and press **ENTER**
- Select **ACCEPT** to confirm amount or **CHANGE** to return to previous screen

Invoice/Ticket Prompt:

- Enter Invoice or Ticket # and press **ENTER**

Manually-Keyed Security Prompts:

- Enter the CVV2 code and press **ENTER**
- Select **YES** or **NO** to indicate card presence
- Enter the postal code and press **ENTER**

Server Prompts:

- Enter Server ID and press **ENTER**
- If prompted, select **YES** to Add Server ID
- If prompted, enter Server Name and press **ENTER**



CREDIT/DEBIT SALE

- Select **SALE**
- Enter base amount and press **ENTER**
- If prompted, select **YES** to Confirm Amount or **NO** to cancel transaction
- Select **TIP PERCENTAGE, TIP AMOUNT**, or **NO TIP**
- If prompted, select **TIP %** from list or select **OTHER**
- If prompted, enter Tip Amount or Tip Percentage and press **ENTER**
- Select **ACCEPT** to confirm amount or **CHANGE** to change the amount
- Swipe, insert, or tap card, or manually enter the account # and press **ENTER**

- If manually keyed, enter the expiration date and press **ENTER**
- If prompted, select **CHQ** (chequing) or **SAV** (savings)
- If prompted, enter PIN and press **ENTER**
- If prompted, enter the last 4 digits of the account # and press **ENTER**

The transaction processes and a Merchant Copy of the receipt prints

- Select **YES** to print Customer Copy
- If manually keyed, Imprint Card and press **ENTER**



CREDIT/DEBIT VOID

- Select **VOID**
- Select **ALL, REFERENCE #, SERVER #, INVOICE #, ACCOUNT #, CUST PO #, RRN** or **APPROVAL CODE**
- Locate the transaction to void (by swiping the card or entering the selected search criterion) and press **SELECT**
- Select **YES** to Confirm Void or **NO** to cancel transaction
- If prompted, insert or swipe card
- If prompted, select **CHQ** (chequing) or **SAV** (savings)
- If prompted, enter PIN and press **ENTER**

The transaction processes and a Merchant Copy of the receipt prints

- Select **YES** to print Customer Copy

TIP ADJUSTMENT

- Select **TIP ADJUSTMENT**
- Select **ALL, REFERENCE #, SERVER #, INVOICE #, ACCOUNT #, CUST PO #, RRN**, or **APPROVAL CODE**
- Locate the transaction to adjust (by scrolling through the list of transactions or entering the selected criterion) and press **SELECT**
- Enter Tip Amount and press **ENTER**
- Select **ACCEPT** to confirm adjustment
- Select **YES** or **NO** at "Adjust Another?"



CREDIT/DEBIT RETURN

- Select **RETURN**
- If prompted, enter password and press **ENTER**
- Enter the base amount and press **ENTER**
- Swipe, insert, or tap card, or manually enter the account # and press **ENTER**
- If manually keyed, enter the expiration date and press **ENTER**
- If prompted, select **YES** to Confirm Amount or **NO** to cancel transaction
- If prompted, select **CHQ** (chequing) or **SAV** (savings)

- If prompted, enter PIN and press **ENTER**
- If prompted, enter the last 4 digits of the account # and press **ENTER**

The transaction processes and a Merchant Copy of the receipt prints

- Select **YES** to print Customer Copy
- If manually keyed, Imprint Card and press **ENTER**



CREDIT AUTHORIZATION ONLY

- Select **AUTH ONLY**
- Enter base amount and press **ENTER**
- Swipe, insert, or tap card, or manually enter the account # and press **ENTER**
- If manually keyed, enter the expiration date and press **ENTER**
- If prompted, select **YES** to Confirm Amount or **NO** to cancel transaction
- If prompted, enter PIN and press **ENTER**
- If prompted, enter the last 4 digits of the account # and press **ENTER**

The transaction processes and a Merchant Copy of the receipt prints

- Select **YES** to print Customer Copy
- If manually keyed, Imprint Card and press **ENTER**



CREDIT FORCE

- Select **FORCE**
- Enter the amount and press **ENTER**
- Swipe, insert, or tap card, or manually enter the account # and press **ENTER**
- If manually keyed, enter the expiration date and press **ENTER**
- If prompted, enter PIN and press **ENTER**
- If prompted, enter the last 4 digits of the account # and press **ENTER**

- Enter approval code and press **ENTER**

The transaction processes and a Merchant Copy of the receipt prints

- Select **YES** to print Customer Copy
- If manually keyed, Imprint Card and press **ENTER**



SETTLEMENT

- Select **SETTLEMENT**
- Select **YES** to Close Batch and Deposit Funds or **NO** to cancel settlement
- If prompted, select **YES** to Settle With Unadjusted Tips or **NO** to cancel settlement
- Select **ACCEPT** to confirm batch totals or **CANCEL** to cancel settlement
- The Settlement processes and the Settlement Report prints
- Select **YES** to print reports or **NO** to return to the idle screen

REPRINT

- Select **OTHER**
- Select **REPRINT**
- Select **LAST RECEIPT** or **SEARCH**
- If Search is chosen:
 - Select **ALL, REFERENCE #, SERVER #, INVOICE #, ACCOUNT #, CUST PO #, RRN, or APPROVAL CODE**
 - Locate the transaction (by swiping the card or entering the selected search criterion) and press **SELECT**
- Select **MERCHANT COPY, CUSTOMER COPY, or BOTH**
- The selected receipt(s) will print



OPEN TAB

- Select **TAB**
 - Select **OPEN**
 - Enter tab amount and press **ENTER**
 - Swipe, insert, or tap card, or manually enter the account # and press **ENTER**
 - If manually keyed, enter the expiration date and press **ENTER**
 - If prompted, select **YES** to Confirm Amount or **NO** to cancel transaction
 - If prompted, enter PIN and press **ENTER**
- If prompted, enter the last 4 digits of the account # and press **ENTER**

The transaction processes and a Merchant Copy of the receipt prints

- Select **YES** to print Customer Copy
- If manually keyed, Imprint Card and press **ENTER**



CLOSE TAB

- Select **TAB**
- Select **CLOSE**
- Select **ALL, REFERENCE #, SERVER #, INVOICE #, ACCOUNT #, CUST PO #, RRN** or **APPROVAL CODE**
- Locate the tab to close (by swiping the card or entering the selected search criterion) and press **SELECT**
- Select **ACCEPT** to confirm Tab Amount or **CHANGE** to change Tab Amount
- If prompted, select **YES** to Confirm Amount or **NO** to cancel transaction
- Select **TIP PERCENTAGE, TIP AMOUNT**, or **NO TIP**
- If prompted, select Tip % from list or select **OTHER**
- If prompted, enter Tip Amount or Tip Percentage and press **ENTER**
- Select **ACCEPT** to confirm amount or **CHANGE** to change the amount

The transaction processes and a Merchant Copy of the receipt prints

- Select **YES** to print Customer Copy



DELETE OPEN TAB

- Select **TAB**
- Select **DELETE** or **DELETE ALL**
- If **DELETE ALL**, select **YES** to confirm or **NO** to return to the Main Menu
- If **DELETE**, select **ALL**, **REFERENCE #**, **SERVER #**, **INVOICE #**, **ACCOUNT #**, **CUST PO #**, **RRN** or **APPROVAL CODE**
- Locate the tab to delete (by swiping the card or entering the selected search criterion) and press **SELECT**
- Select **YES** to Confirm Delete or **NO** to return to the Main Menu

PRINT OPEN TAB REPORT

- Select **OTHER**
- Select **REPORTS**
- Select **OPEN TABS**
- Select **ALL SERVERS** or **SINGLE SERVER**
- If **SINGLE SERVER**, enter server ID and press **ENTER**
- The selected information will print



ADD SERVER

- Press the **ADMIN** key
- Select **SERVER MENU**
- Select **ADD ID**
- Enter server ID and press **ENTER**
- If prompted, enter Server Name and press **ENTER**
- Select **YES** to Add Another server or **NO** to return to the Server Menu

DELETE SERVER

Batch must be closed before deleting server IDs.

- Press the **ADMIN** key
- Select **SERVER MENU**
- Select **DELETE ID**
- Select **ALL** or **ONE**
- If **ALL**, select **YES** to confirm
- If **ONE**, enter Server ID and press **ENTER**



PRINT SERVER ID LIST

- Press the **ADMIN** key
- Select **SERVER MENU**
- Select **PRINT ID LIST**
- The list will print

PRINT BATCH DATA BY SERVER ID

- Select **OTHER**
- Select **REPORTS**
- Select **SERVER**
- Select **ALL SERVERS** or **SINGLE SERVER**
- If **SINGLE SERVER**, enter server ID and press **ENTER**
- The selected information will print

PRINT/DISPLAY BATCH DATA

- Select **OTHER**
- Select **REPORTS**
- Select **DETAIL** or **SUMMARY**
- Select **PRINT** or **DISPLAY**
- If prompted, select sort method: **REFERENCE #**, **INVOICE #**, or **CARD TYPE**
- The selected information will print or display
- If Display is selected, press **CANCEL** to return to the Reports Menu



HOST TOTALS

- Press the **ADMIN** key
- Select **BATCH MENU**
- Select **HOST BATCH INQUIRY**
- Select **PRINT** or **DISPLAY**
- The selected information will print or display
- If **DISPLAY** is selected, press **ENTER** to return to the main display

VIEW BATCH HISTORY

- Press the **ADMIN** key
- Select **BATCH MENU**
- Select **VIEW HISTORY**
- Select **BATCH #, ALL, or LAST BATCH**
- If prompted, select sort method: **REFERENCE #, INVOICE #, or CARD TYPE**
- The selected information will display
- Press **CANCEL** to return to the Batch Menu



VIEW BATCH TOTALS

- Press the **ADMIN** key
- Select **BATCH MENU**
- Select **BATCH TOTALS**
- The selected information will display
- Press **ENTER** to return to the Batch Menu

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

CHANGING MENU LANGUAGE

- Press the **F4** key to toggle menu language between English and French



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, charge back 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:

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