



*Ingenico
Telium2
Canada*

QUICK REFERENCE GUIDE Retail Application

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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.

Clerk Prompts:

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

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**



CREDIT/DEBIT SALE

- Select **SALE**
- 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, 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/DEBIT RETURN

- Select **RETURN**
- If prompted, enter password and press **ENTER**
- 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, 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 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, 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/DEBIT VOID

- Select **VOID**
 - Select **ALL, REFERENCE #, CLERK #, 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



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, 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**
- 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
- 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 #, CLERK #, 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



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:

Fast, Easy, Secure and Free!

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