

Quick Reference Guide

Retail Application Ingenico Tetra



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To remember for Walk Day:

- Charge all of your device(s) the night before.
- Once charged shut the device off completely to conserve battery.
 - To do this, hold down the red power button until it completely shuts off. Do not just let it fall asleep.
 - To turn it back on hold the green button.
- If you are using the machines for multiple types of sales please label the machines with masking tape so you remember which one is used for which type of sales.
 - Then please follow the steps on page 8 to pull the settlement reports for each machine.
 - Please write on the top of each report you print which type of sales they were.
 - Then take a picture of each report printed and email it to walkdaymoney@cysticfibrosis.ca. The printed copy goes in the prepaid envelope.



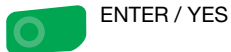


TIPS FOR PROCESSING

- Press **ENTER** to access the Main Menu from the idle screen
- To scroll through the menu, use the up and down arrows
- Select the number that corresponds to the menu option of choice or press **ENTER** when the selection is highlighted



F1 / START



ENTER / YES



BACKSPACE /
DELETE



CANCEL /
BACK / NO



To note: Contactless card (tap) works for: Debit Cards up to \$100 Credit cards up to \$250

CREDIT/DEBIT SALE

- Select **SALE**
- Select **CREDIT** or **DEBIT**
- 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**
- Select **ACCEPT** to confirm amount or **CHANGE** to change the amount
- If prompted, enter PIN or press **ENTER** to Bypass
- If prompted, enter the last 4 digits of the account # and press **ENTER**
- If prompted “Approved: \$xx.xx, AMOUNT DUE: \$xx.xx,” select **CONTINUE** and then collect remaining amount due with a different card or another form of payment, or select **CANCEL** to reverse the authorization and cancel the transaction.

(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)
- If manually keyed, imprint card and press **ENTER**

IF YOU SEE THIS SCREEN: CREDIT AUTHORIZATION ONLY

- DO NOT USE IT NOR PROCESS A SALE THROUGH HERE

- GO BACK TO FIRST SCREEN AND CHOOSE SALE FROM THERE



CREDIT/DEBIT VOID

- Select **VOID**
 - Select **ALL**, **REFERENCE #**, **CLERK #**, **INVOICE/PO #**, **ACCOUNT #**, **CUSTOMER #**, **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, enter **PIN** and press **ENTER**
- (The transaction processes and a Merchant Copy of the receipt prints)
- Select **YES** to print Customer Copy

THIS PROCESS IS FOR ON THE DAY OF THE WALK (before you do your closing sales of the day (before 9:30pm))



- **REPRINT**

- Select **OTHER**
- Select **REPRINT**
- Select **LAST RECEIPT** or **SEARCH**
- If Search is chosen:
 - Select **ALL, REFERENCE #, CLERK #, INVOICE/PO #, ACCOUNT #, CUSTOMER #, RRN, or APPROVAL CODE**
 - Locate the transaction to void (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



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

TO DO AT THE END OF THE DAY: PRINT YOUR REPORTS IN SETTLEMENT

ON THE MAIN SCREEN, PRESS THE GREEN ENTER BUTTON TO SEE ALL THE SHORT CUTS. YOU WILL SEE THE SETTLEMENT BUTTON.

PRINT:

- **SUMMARY REPORT**
- **DETAILED REPORT**



Extra Information:

- There is a 24-hour support number printed on every terminal
- To phone, use the Merchant ID to identify yourself, which is on the back of the machine
- If you need the serial number, it is inside the battery door
- If the machine prompts you for a username/password:
 - Admin pw- 1
 - Password - 068A740

Returning the machine:

- CF Canada requests that you return the machine the week after Walk. Even if you need it for another event, please return this one, and we will order you a separate one for your next event, unless otherwise pre-arranged.
- When you are ready to ship back please inform CF Canada if you will be shipping the devices back in 1 box or multiple boxes.
- We will then provide you with a return shipping label per box by email, and you will have to drop it off at your closest UPS store.