CREDIT / DEBIT
Quick Reference Guide

UMPA Credit Card Processing

RESTAURANT | **Desk/3500**

Call UMPA tech support at the number below if you have questions.

UMPA Tech. / Supplies:	(717) 832-0730
Visa / MC Voice Auth:	(800) 291-4840
Eve / Weekend Help Desk:	(717) 832-0730 #5
Merchant Number:	

UMPA Credit Card Processing

United Merchant Processing Association
300 West Cherry Street, Palmyra, Pa 17078
(717) 832-0730 | www.umpa-us.com

CREDIT CARD SALE (SWIPED)

- At Ingenico logo Press **#1** key.
- Select **1 — CREDIT**
- ENTER Server ID + **Green ENTER.**
- Enter Sale amount. Press **Green ENTER.**
- Enter Tip Amount + **Green ENTER.**
- Swipe, Insert or Tap the card.
- Select desired payment method.
- Optional prompts may appear depending on terminal configuration.
- Confirm Total. Select Accept or Change.
- Enter PIN + **Green ENTER**. (For EMV Credit with PIN only)
- Instruct Customer to Remove Card (For EMV card only)

CREDIT CARD SALE (KEY ENTERED)

- At Ingenico logo Press **#1** key.
- Select **1 — CREDIT**
- ENTER Server ID + **Green ENTER.**
- Enter Sale amount. Press **Green ENTER.**
- Enter Tip Amount + **Green ENTER.**
- Enter Card # + **Green ENTER**
- Select desired payment method.
- Enter Exp Date + **Green ENTER.**
- Confirm Total. Select Accept or Change.
- Cardholder present? Choose **Yes** or **No**.
- Enter Order Number + **Green ENTER.**
- Enter CVC Code + **Green ENTER.**
- Enter Address + **Green ENTER.**
- Enter Zip Code + **Green ENTER.**

DEBIT SALE

- At Ingenico logo Press **#1** key.
- Select **2 — DEBIT**
- ENTER Server ID + **Green ENTER.**
- Enter Sale amount. Press **Green ENTER.**
- Enter Tip Amount + **Green ENTER.**
- Swipe, Insert or Tap the card.
- Select desired payment method.
- Optional prompts may appear depending on terminal configuration.
- Enter Cash Back amount + **Green ENTER.**
- Confirm Amount, Accept or Change.
- Customer enters PIN # + **Green ENTER.**
- Instruct Customer to Remove Card (For EMV card only)

CREDIT CARD RETURN

- At Ingenico logo Press **#2** key.
- ENTER password + **Green ENTER.**
- Select **1 — CREDIT**
- ENTER Server ID + **Green ENTER.**
- Enter return amount + **Green ENTER.**
- Swipe, Insert, Tap or Key the card + **Green ENTER.**
- Select desired payment method.
- Enter Exp Date + **Green ENTER.**
- Remove Card (For EMV card only)

TIP ADJUST

- At Ingenico logo Press **#6** key.
- Use Search Menu to select transaction to adjust:

If **ALL** is selected, use the arrow keys to scroll through the transactions and press the Green/Enter key to select transaction to add Tip.

- Enter Tip Amount + **Green ENTER.**
- Accept or Change? Select Accept to continue.
- Adjust another? Select **Yes** to adjust additional tips.

CREDIT TRANS ADJUST

- At Ingenico logo Press **#6** key.
- Select **2—Transaction Adjust**.
- Use Search Menu to select transaction to adjust:

If **ALL** is selected, use the arrow keys to scroll through the transactions and press the Green/Enter key to select transaction to add Tip.

- Enter new Sale Amount + **Green ENTER.**
- Enter new Tip Amount + **Green ENTER.**

BATCH CLOSE

- At Ingenico logo Press **#8** key.
- Close Batch and Deposit Funds**?**
- Select **Yes** or **No**.

OPEN/CLOSE TAB

- At Ingenico logo Press **#3** key.
- Select from List:
  - **1—Open**
  - **2—Close**
  - **3—Delete**

Select 1 to Open a Tab
- ENTER Server ID + **Green ENTER**.
- ENTER Tab Amount + **Green ENTER**.
- Swipe/Insert/Tap or Key account # + **Green ENTER**.
- Enter Exp Date + **Green ENTER**.

Select 2 to Close a Tab
- Use Search Menu to select tab to close.
- Use Same Card? **Yes** or **No** (optional)
- Close Tab Amount $X.XX.
- Choose **Accept** to proceed or **Change** to change the amount.
- Tip Required**?** Select **Yes** or **No**.
- Enter Tip Amount + **Green ENTER**.
- Confirm Total. Select **Accept** or **Change**.
- Insert Card (For EMV card only where close tab amount differs from open tab amount).
- Instruct Customer to Remove Card (For EMV card only)

SERVER MENU

- At Ingenico logo, press the **ADMIN** key.
- Select **2 — Server Menu**
- Select from the list:
  - **1—Add ID**
  - **2—Delete ID**
  - **3—Print ID List**
  - **4—Clerk Auto Add**
  - **5—Server Prompt**
  - **6—Clerk Wording**
  - **7—Display Parameters**

- Select **1** to add a Server ID.
- Enter Server ID + **Green ENTER**.
- Server ID added.
- Add another? Select **Yes** or **No**.

REPORTS

- At Ingenico logo, press the **ADMIN** key.
- Select **1 — Reports Menu**.
- Select **1 — Detail** or **2 — Summary**.
- Select **1 — Print** or **2 — Display**.
- If choose **2 — Display**, detail can be displayed in order of preference selected:
  - **1—Reference #**
  - **2—Invoice**
  - **3—Card Type**

- Use the arrow keys to scroll through the transactions.

KEY / FUNCTION

KEY	FUNCTION
	• **HOME** Key. • Admin Mode and Control Panel
O	• **ENTER** Key • At idle, will also access a main menu of functions.
<	• **CLEAR** Key • Exits menu options to return to idle prompt
X	• **CANCEL** Key • Back out of menu options one level at a time
#	• **ADMIN** Key • Change transaction types
	• **PAPER FEED** Key
▲ ▼	• **NAVIGATION** Keys • Navigate up or down through the menu options
1-0 Number Keys	• Enter amounts, account numbers, dates and such. • Alphanumeric entry – multitap to access the alpha characters.

UMPA QUICK LINKS

MERCHANT REPORTING PORTAL
24 hour access makes it easy to manage your account when it is convenient for you.

https://merchant.umpa-us.com/

——————————-

GLOBAL CHECK PORTAL
Accept and process checks safely and securely and reduce your deposit time.

http://globalcheck.com/merchant.html

——————————-

PCI SAQ PORTAL
Stay PCI compliant – Download the PCI Survey form that pertains to your business and fax it back to us.

https://umpa.pcitoolkit.com/version3/SignIn.aspx

——————————-

GIFT CARD PORTAL
Increase your bottom line – Easy to implement and track. Do it all with your credit card terminal.
https://merchant.umpa-us.com/gandlo/