



# CREDIT / DEBIT Quick Reference Guide



## RETAIL | 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:



### 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 Sale amount. Press **Green ENTER**.
- Swipe, Insert or Tap the card.
- Select desired payment method.
- Optional prompts may appear depending on terminal configuration.
- 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 Sale amount. Press **Green ENTER**.
- Enter Card # + **Green ENTER**.
- Select desired payment method.
- Enter Exp Date + **Green ENTER**.
- 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**.

#### CREDIT CARD RETURN

- At Ingenico logo Press **#2** key.
- ENTER password + **Green ENTER**.
- Select **1—Credit**
- 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)

#### CREDIT TRANS ADJUST

- At Ingenico logo Press **#8** 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**.

#### DEBIT SALE

- At Ingenico logo Press **#1** key.
- Select **2—Debit**
- Enter Sale amount. Press **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? (Only if CB entered)
- Customer will enter PIN # + **Green ENTER**.
- Instruct Customer to Remove Card (For EMV card only)

#### DEBIT RE ENTER

- At Ingenico logo Press **#4** key.
- Select **REENTER**
- Select **1—DEBIT**
- Select **1—Sale** or **2—Return**
- Swipe/Insert or Key account # + **Green ENTER**.
- Select desired payment method.
- Enter original transaction date **MMDDYY** + **Green ENTER**.
- Enter original transaction time **HHMMSS** + **Green ENTER**.
- Enter RRN # + **Green ENTER**.
- Enter Trace # + **Green ENTER**.
- Enter Network ID + **Green ENTER**.
- Enter Settlement Date + **Green ENTER**.
- Enter Approval Code + **Green ENTER**.
- Enter Sale/Return Amt + **Green ENTER**.
- Enter Cashback Amount + **Green ENTER**.
- Confirm Amount, Accept or Change (Only if CB entered)

## DETAIL REPORT

- At Ingenico logo, press the **ADMIN** key.
- Select **1 — Reports Menu**.
- Select **1 — Detail**.
- 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.

## SUMMARY REPORT

- At Ingenico logo, press the **ADMIN** key.
- Select **1 — Reports Menu**.
- Select **2 — Summary**.
- Select **1 — Print or 2 — Display**.

## REPRINT

- At Ingenico logo Press **#7** key.
- Select **4 — Reprint**.
- Select **1 — Last Receipt or 2 — Search**.
- Select **1 — Merchant or 2 — Customer Copy or 3 — Both**

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

## BATCH CLOSE

- At Ingenico logo Press **#7** key.
- Close Batch and Deposit Funds?
- Select **Yes or No**.

## BATCH TOTALS

- At Ingenico logo, press the **ADMIN** key.
- Select **3 — Batch Menu**.
- Select **1 — Batch Totals**.

## UMPA QUICK LINKS

### MERCHANT REPORTING PORTAL

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

<https://merchant.umpu-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://umpu.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.umpu-us.com/gandlo/>

## KEY

## FUNCTION



- **HOME** Key.
- Admin Mode and Control Panel



- **ENTER** Key
- At idle, will also access a main menu of functions.



- **CLEAR** Key
- Exits menu options to return to idle prompt



- **CANCEL** Key
- Back out of menu options one level at a time



- **ADMIN** Menu
- 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.



## NEED TO ORDER GIFT CARDS?



### A Growing Industry

Gift cards became a **160 billion** dollar industry in 2018, so what are you waiting for?



### Increase Sales

Customers are known to spend upwards of almost **40%** more when using gift cards



### The Popularity Is Evident

Approximately **93%** of Americans have been gifted a gift card or have purchased a gift card.



### Simple Way To Grow Business

**GUARANTEED** to **GROW** your customer base and keep reoccurring business!

Call **(717) 832-0730** to order gift cards for your business today!