



CREDIT / DEBIT Quick Reference Guide



RETAIL | Desk/5000

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 select **Sale**.
- 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 select **Sale**.
- Enter Sale amount. Press **Green ENTER**.
- Enter Card # + **Green ENTER**
- Select desired payment method.
- Optional prompts may appear depending on terminal configuration.
- Enter Exp Date + **Green ENTER**.
- Cardholder present? Choose **Yes** or **No**.
- Order Number + **Green ENTER**.
- CVC Code + **Green ENTER**.
- Address + **Green ENTER**.
- Zip Code + **Green ENTER**.

CREDIT CARD RETURN

- At Ingenico logo select **Return**.
- ENTER password + **Green ENTER**.
- Select Credit + **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)

DEBIT SALE

- At Ingenico logo select **Sale**.
- Enter Sale amount. Press **Green ENTER**.
- Swipe, Insert or Tap the card.
- Select **US DEBIT**.
- Optional prompts may appear depending on terminal configuration.
- Enter Cash Back amount + **Green ENTER**.
- Confirm Amount, Accept or Change.
- Customer will enter PIN # + **Green ENTER**.
- Instruct Customer to Remove Card (For EMV card only)

CREDIT TRANS ADJUST

- At Ingenico logo select **Other**.
 - Select **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**.

REPRINT

- At Ingenico logo, select **Other**.
 - Select **4 — Reprint**.
 - Select **1 — Last Receipt** or **2 — Search**.
- 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.

DETAIL REPORT

- At Ingenico logo, press the **ADMIN** key.
- Select **Reports Menu**.
- Select **Detail**.
- Select **Print or Display**.
- If choose **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 **Reports Menu**.
- Select **Summary**.
- Select **Print or Display**.

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.pctoolkit.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/>

BATCH CLOSE

- At Ingenico logo select **Settlement**.
- Close Batch and Deposit Funds?
- Select **Yes** or **No**.

BATCH TOTALS

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

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.



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