



CREDIT / DEBIT Quick Reference Guide



RESTAURANT | Move/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 Server ID + **Green ENTER**.
- Enter Sale amount. Press **Green ENTER**.
- Swipe, Insert or Tap the card.
- Select desired payment method.
- Enter Tip Amount + **Green ENTER**.
- 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 select **Sale**.
- ENTER Server ID + **Green ENTER**.
- Enter Sale amount. Press **Green ENTER**.
- Enter Card # + **Green ENTER**
- Select desired payment method.
- Enter Tip Amount + **Green ENTER**.
- Enter Exp Date + **Green ENTER**.
- Confirm Total. Select Accept or Change.
- Cardholder present? Choose **Yes** or **No**.
- Zip Code + **Green ENTER**.
- Order Number + **Green ENTER**.
- CVC Code + **Green ENTER**.
- Address + **Green ENTER**.

DEBIT SALE

- At Ingenico logo select **Sale**.
- ENTER Server ID + **Green ENTER**.
- Enter Sale amount. Press **Green ENTER**.
- Swipe, Insert or Tap the card.
- Select **US DEBIT**.
- Enter Tip Amount + **Green ENTER**.
- 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 CARD RETURN

- At Ingenico logo select **Return**.
- ENTER password + **Green ENTER**.
- 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 select **Tip Adjustment**.
- 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 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**.

BATCH CLOSE

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

DEBIT RE ENTER

- At Ingenico logo select **Force**.
- Select **REENTER**
- Select **DEBIT**
- Select **1—Sale** or **2—Return**
- ENTER Server ID + **Green ENTER**.
- 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 Settle 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)

OPEN/CLOSE TAB

- Select **Tab**.
- 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 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 **#** 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 **#** 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

KEY	FUNCTION
	<ul style="list-style-type: none">• HOME Key.• Admin Mode and Control Panel
	<ul style="list-style-type: none">• ENTER Key• At idle, will also access a main menu of functions.
	<ul style="list-style-type: none">• CLEAR Key• Exits menu options to return to idle prompt
	<ul style="list-style-type: none">• CANCEL Key• Back out of menu options one level at a time
	<ul style="list-style-type: none">• ADMIN Menu• Change transaction types
	<ul style="list-style-type: none">• PAPER FEED Key
	<ul style="list-style-type: none">• NAVIGATION Keys• Navigate up or down through the menu options
1-0 Number Keys	<ul style="list-style-type: none">• 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/>