

INGENICO ICT220 RETAIL w/DEBIT/EBT
QUICK REFERENCE GUIDE

If Terminal Displays "CALL CENTER" call 1-800-228-1122 for Voice Authorization and make sure to write down ACCOUNT # and Auth Code provided then run as **FORCED SALE**

If you need to make changes to ADDRESS, PHONE, BANK ACCOUNT, PROCESING LIMIT, BUSINESS NAME CHANGE go to Website listed below
www.ipaymentinc.com/merchant-services/guides-forms.html



MAIN IDLE SCREEN

CREDIT

Main Idle Screen Press 1
SALE MENU
1. CREDIT
2. Debit Press 1
3. EBT
ENTER SALE AMOUNT Enter \$ Amount and Press **ENTER**
SLIDE/KEY CARD Swipe Credit Card
Terminal will dial out and Print Merchant Copy
Print CUSTOMER COPY
YES or NO Press F4 for NO

Main Idle Screen Press 1
SALE MENU
1. CREDIT
2. DEBIT Press 1
3. EBT
ENTER SALE AMOUNT Enter \$ Amount and Press **ENTER**
SLIDE/KEY CARD Enter Card Number and Press **ENTER**
ENTER EXPIRATION DATE Enter Exp Date From the Card and Press **ENTER**
MMYY
ENTER CVC Enter CVV@ Code and Press **ENTER**
or If not provided just Press **ENTER**

(Not Provided Options)

1. UNREADABLE
2. NOT PRESENT Select Best Option
3. ByPASS
CARD PRESENT Press F1 for YES
YES OR NO Press F4 for NO

IF YES
ENTER ADDRESS Enter Address and Press **ENTER**
ENTER ZIP CODE Enter Zip Code and Press **ENTER**
Terminal will dial out and Print Merchant Copy

Print CUSTOMER COPY Press F1 for YES
YES or NO Press F4 for NO

IF NO
1. Mail Order
2. Phone Order Select Best Option
ENTER ORDER NUMBER Enter number and Press **ENTER**
ENTER ADDRESS Enter Address and Press **ENTER**
ENTER ZIP CODE Enter Zip Code and Press **ENTER**
Terminal will dial out and Print Merchant Copy

Print CUSTOMER COPY Press F1 for YES
YES or NO Press F4 for NO

DEBIT (SWIPED ONLY)

Main Idle Screen Press 1
SALE MENU
1. CREDIT
2. DEBIT Press 2
3. EBT
ENTER SALE AMOUNT Enter \$ Amount and Press **ENTER**
SLIDE/KEY CARD Swipe Credit Card
CONFIRM AMOUNT Press F1 for YES or Press F4 for NO
CASHBACK ? Press F1 for YES or Press F4 for NO
If YES on cashback
ENTER CASH
BACK AMOUNT Enter \$ Amount and Press **ENTER**

Sale \$0.00
CASHBACK \$0.00 Press F1 for ACCEPT
TOTAL \$0.00 Press F4 for CHANGE
ENTER PIN Customer Enters the Pin #
Terminal will dial out and Print Merchant Copy

Print CUSTOMER COPY Press F1 for YES
YES or NO Press F4 for NO
If NO on cashback
ENTER PIN Customer Enters the Pin #
Terminal will dial out and Print Merchant Copy

Print CUSTOMER COPY Press F1 for YES
YES or NO Press F4 for NO

REFUND

Main Idle Screen Press 2
RETURN MENU
1. CREDIT
2. DEBIT Press 1
3. EBT
ENTER RETURN AMOUNT Enter \$ Amount and Press **ENTER**
SLIDE/KEY CARD Swipe Credit Card
Terminal Will Capture Transaction and Print Merchant Copy
Print CUSTOMER COPY Press F1 for YES
YES or NO Press F1 for YES

Main Idle Screen Press 2
RETURN MENU
1. CREDIT
2. DEBIT Press 1
3. EBT
ENTER RETURN AMOUNT Enter \$ Amount and Press **ENTER**
SLIDE/KEY CARD Swipe Credit Card
Terminal Will Capture Transaction and Print Merchant Copy
Print CUSTOMER COPY Press F1 for YES
YES or NO Press F1 for YES

SWIPED

MANUAL ENTRY

SWIPED

MANUAL ENTRY

EBT	
Main Idle Screen	Press 1
SALE MENU	
1. CREDIT	
2. DEBIT	Press 3
3. EBT	
EBT MENU	
1 FOOD STAMP	
2 CASH BENEFIT	Select Correct Option
FOOD STAMP	
ENTER SALE AMOUNT	Enter \$ Amount and Press ENTER
SLIDE/KEY CARD	Swipe Credit Card
	Or Manually Enter Card # and Then Expiration Date and Press ENTER
CONFIRM AMOUNT	Press F1 for YES or Press F4 for NO
ENTER PIN ON PAD	Customer Enters the Pin on PIN PAD
	Terminal will dial out and Print Merchant Copy
Print CUSTOMER COPY	Press F1 for YES
YES or NO	Press F1 for YES
CASH BENEFIT	
ENTER SALE AMOUNT	Enter \$ Amount and Press ENTER
SLIDE/KEY CARD	Swipe Credit Card
	Or Manually Enter Card # and Press ENTER
CONFIRM AMOUNT	Press F1 for YES or Press F4 for NO
CASHBACK ?	Press F1 for YES or Press F4 for NO
If YES on cashback	
ENTER CASH	
BACK AMOUNT	Enter \$ Amount and Press ENTER
Sale \$0.00	
CASHBACK \$0.00	Press F1 for ACCEPT
TOTAL \$0.00	Press F4 for CHANGE
ENTER PIN	Customer Enters the Pin #
	Terminal will dial out and Print Merchant Copy
Print CUSTOMER COPY	Press F1 for YES
YES or NO	Press F4 for NO
If NO on cashback	
ENTER PIN	Customer Enters the Pin #
	Terminal will dial out and Print Merchant Copy
Print CUSTOMER COPY	Press F1 for YES
YES or NO	Press F4 for NO

DEBIT REFUND	
ALL DEBIT REFUNDS MUST BE RAN AS CREDIT	
Main Idle Screen	Press 2
RETURN MENU	
1. CREDIT	
2. DEBIT	Press 1
3. EBT	
ENTER RETURN AMOUNT	Enter \$ Amount and Press ENTER
SLIDE/KEY CARD	Swipe Credit Card
	Terminal Will Capture Transaction and Print Merchant Copy
Print CUSTOMER COPY	Press F1 for YES
YES or NO	Press F1 for YES
Main Idle Screen	Press 2
RETURN MENU	
1. CREDIT	
2. DEBIT	Press 1
3. EBT	
ENTER RETURN AMOUNT	Enter \$ Amount and Press ENTER
SLIDE/KEY CARD	Enter Card Number and Press ENTER
ENTER EXPIRATION	Enter Exp Date From the Card
DATE MMY	and Press ENTER
	Terminal Will Capture Transaction and Print Merchant Copy
Print CUSTOMER COPY	Press F1 for YES
YES or NO	Press F1 for YES

FORCED SALE	
Main Idle Screen	Press 4
FORCE MENU	
1. CREDIT	
2. EBT	Select Correct choice
ENTER SALE AMOUNT	Enter \$ Amount and Press ENTER
SLIDE/KEY CARD	Swipe Credit Card
ENTER APPROVAL CODE	Enter Auth # received from 800 #
	Terminal Capture Transaction and Print Merchant Copy
Print CUSTOMER COPY	Press F1 for YES
YES or NO	Press F1 for YES
Main Idle Screen	Press 4
FORCE MENU	
1. CREDIT	
2. EBT	Select Correct choice
ENTER SALE AMOUNT	Enter \$ Amount and Press ENTER
SLIDE/KEY CARD	Enter Card Number and Press ENTER
ENTER EXPIRATION	Enter Exp Date From the Card
DATE MMY	and Press ENTER
IF YES	
ENTER APPROVAL CODE	Enter Auth # received from 800 #
	Terminal Capture Transaction and Print Merchant Copy
Print CUSTOMER COPY	Press F1 for YES
YES or NO	Press F1 for YES
IF NO	
1.Mail Order	
2.Phone Order	Select Best Option
ENTER ORDER NUMBER	Enter number and Press ENTER
ENTER APPROVAL CODE	Enter Auth # received from 800 #
	Terminal Capture Transaction and Print Merchant Copy
Print CUSTOMER COPY	Press F1 for YES
YES or NO	Press F1 for YES

EBT REFUND	
Main Idle Screen	Press 2
RETURN MENU	
1. CREDIT	
2. DEBIT	Press 3
3. EBT	
1. FOOD STAMP	Press 1
ENTER RETURN AMOUNT	Enter \$ Amount and Press ENTER
SLIDE/KEY CARD	Swipe Credit Card
CONFIRM AMOUNT	Press F1 for YES or Press F4 for NO
ENTER PIN	Customer Enters the Pin
	Terminal Will Capture Transaction and Print Merchant Copy
Print CUSTOMER COPY	Press F1 for YES
YES or NO	Press F1 for YES
Main Idle Screen	Press 2
RETURN MENU	
1. CREDIT	
2. DEBIT	Press 3
3. EBT	
ENTER RETURN AMOUNT	Enter \$ Amount and Press ENTER
SLIDE/KEY CARD	Enter Account Number and Press ENTER
ENTER RETURN AMOUNT	Enter \$ Amount and Press ENTER
ENTER PIN ON PAD	Customer Enters the Pin on PIN PAD
	Terminal Will Capture Transaction and Print Merchant Copy
Print CUSTOMER COPY	Press F1 for YES
YES or NO	Press F1 for YES

PASSWORD	
If Terminal Prompts for a Password could be one of 4 Options	
ADMIN PASSWORD - P123456	Clerk Password - 1234567
Manager Password - MGR1234	Other Password - 1231234
To get the letters press number first then hit the F key	

SWIPED

MANUAL ENTRY

SWIPED

MANUAL ENTRY

REPRINT RECEIPT

Main Idle Screen Press 8

Other

- 1 TransAdjust
- 2 Auth Only
- 3 Reprint

REPRINT MENU

- 1 LAST
- 2 SEARCH

LAST

- 1 MERCHANT COPY
- 2 CUSTOMER COPY
- 3 BOTH

Will Print out Which Ever selection you pick

SEARCH

Reprint Pre-Auth Select F4 for NO

- 1 ALL
- 2 REF # (From Original Receipt)
- 4 ACCT # (Last 4 of Credit Card # Ran)

Select Best Option to Search for Transaction need a Receipt For
Once find the Correct Trans Press **ENTER**

- 1 MERCHANT COPY
- 2 CUSTOMER COPY
- 3 BOTH

Will Print out Which Ever selection you pick

SETTLE

Main Idle Screen Press 7

CLOSE BATCH and Deposit Funds?

YES press F1 No press F4

Terminal will Dial out and Settle the Batch

PRINT REPORT ?

YES press F1 No press F4

REPORT

Main Idle Screen Press  Key

0 REPORTS MENU

- 1 CLERK MENU Press 0
- 2 BATCH MENU
- 3 SETUP MENU

REPORTS MENU

- 1 DETAIL
- 2 SUMMARY

DETAIL

- 1 PRINT (Will Print out Full Detailed Report)
- 2 DISPLAY

Display

- 1 REFERENCE #
- 3 CARD TYPE

PREV NEXT Use Buttons to Scroll Thru The
F2 F4 Transactions

SUMMARY

- 1 PRINT (Will Print out Summary Report)
- 2 DISPLAY

CANCEL NEXT Use Buttons to Scroll Thru The
F2 F4 Transactions

VOID

Main Idle Screen Press 3

SEARCH BY

- 1 ALL
- 2 REF # (From Original Receipt)
- 4 ACCT # (Last 4 of Credit Card # Ran)

Select Best Option to Search for Transaction need to VOID out
Once find the Correct Trans Press **ENTER**

Terminal Will Capture Transaction and Print Merchant Copy