

SALE ACCEPTANCE

1	2	3	4
 SWIPE/ENTER/INSERT	BASE AMOUNT? S\$ 50.00	SALE AMT: S\$50.00 SWIPE/TAP/INSERT	SALE APPROVED 123456
Input sales amount	Verify amount and press enter	SWIPE/TAP or INSERT the card on the terminal	1 st copy merchant copy 2 nd copy customer copy

VOID TRANSACTION

1	2	3	4
 SWIPE/ENTER/INSERT	SELECT TRANS 1-QR MPM PAYMENT 2-SALE 3-INSTALMENT 4- SETTLEMENT 5-VOID	VOID VOID PASSWORD ****	VOID INVOICE NO? 99
Press enter Key	Select VOID	Enter VOID password	Input INVOICE NO and press enter
5	6		
VOID CARD NO: 123456*****7890 -S\$ 100.00	VOID SALE APPROVED 123456		
Verify the selected transaction to void and press enter	1 st copy merchant copy 2 nd copy customer copy		

WECHAT

1	2	3	4
	<p>SELECT TRANS</p> <p>1-QR MPM PAYMENT 2-SALE 3-INSTALMENT 4- SETTLEMENT 5-VOID</p>	<p>MPM PAYMENT MENU</p> <p>1-ALIPAY 2-WECHAT 3-UPI 4-INQUIRY 5-ALIPAY PREAUTH</p>	
Press enter Key	Select QR MPM PAYMENT	Select WECHAT	Customer will scan on the QR
5			
<p>SALE</p> <p>APPROVED 123456</p>			
1 st copy merchant copy 2 nd copy customer copy			

ALIPAY

1	2	3	4
	<p>SELECT TRANS</p> <p>1-QR MPM PAYMENT 2-SALE 3-INSTALMENT 4- SETTLEMENT 5-VOID</p>	<p>MPM PAYMENT MENU</p> <p>1-ALIPAY 2-WECHAT 3-UPI 4-INQUIRY 5-ALIPAY PREAUTH</p>	
Press enter Key	Select QR MPM PAYMENT	Select ALIPAY	Customer will scan on the QR
5			
<p>SALE</p> <p>APPROVED 123456</p>			
1 st copy merchant copy 2 nd copy customer copy			

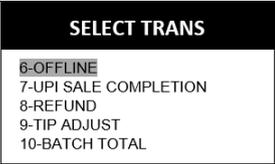
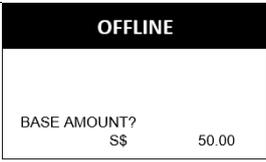
TIPS ADJUST

1	2	3	4
 SWIPE/ENTER/INSERT	SELECT TRANS 6-OFFLINE 7-UPI SALE COMPLETION 8-REFUND 9-TIP ADJUST 10-BATCH TOTAL	TIP ADJUST ADJ PASSWORD ****	TIP ADJUST INVOICE NO? 99
Press enter Key	Select TIP ADJUST	Input TIP ADJUST password	Input INVOICE NO and press enter
5	6	7	8
ADJUST CARD NO: 1234567890123456 S\$ 100.00	ADJUST EXISTING TIP: S\$ 0.00 ENTER TIP? S\$ 20.00	ADJUST BASE AMOUNT: S\$ 100.00 TIP AMOUNT: S\$ 20.00 TOTAL AMOUNT: S\$ 120.00	ADJUST PLS VERIFY SIGNATURE APPROVED 123456
Verify the selected transaction to adjust tips and press enter	Input the TIP amount and press enter	Verify the total amount with the adjusted tips and press enter	1 st copy merchant copy 2 nd copy customer copy

INSTALMENT

1	2	3	4
 SWIPE/ENTER/INSERT	SELECT TRANS 1-QR MPM PAYMENT 2-SALE 3-INSTALMENT 4- SETTLEMENT 5-VOID	INSTALMENT SWIPE/INSERT	INSTALMENT BASE AMOUNT? S\$ 500.00
Press enter Key	Select INSTALMENT	SWIPE or INSERT the card into the terminal	Input amount and press enter
5	6		
INSTALMENT PLAN (0) – 06 (1) – 12 (2) – 24 (3) – 36 SELECT MONTHS	INSTALMENT PLS VERIFY SIGNATURE APPROVED 123456		
Select the INSTALMENT month	1 st copy merchant copy 2 nd copy customer copy		

OFFLINE

1	2	3	4
			
Press enter Key	Select OFFLINE	Input OFFLINE PASSWORD	SWIPE or INSERT the card into the terminal
5	6	7	
			
Input amount and press enter	Input APPROVAL CODE *Approval code will be given by the bank	1 st copy merchant copy 2 nd copy customer copy	

REFUND

1	2	3	4
			
Press enter Key	Select REFUND	Enter REFUND password	Input REFUND amount and press enter
5	6		
			
SWIPE/TAP or INSERT the card to the terminal	1 st copy merchant copy 2 nd copy customer copy		

SETTLEMENT / BATCH CLOSING

1	2	3	4
 SWIPE/ENTER/INSERT	SELECT TRANS 1-QR MPM PAYMENT 2-SALE 3-INSTALMENT 4- SETTLEMENT 5-VOID	SETTLEMENT ENTER PASSWORD *****	SETTLEMENT 1-SETTLE ALL HOSTS 2-SETTLE ONE HOST
Press enter key	Select SETTLEMENT	Enter Settlement password	Select SETTLE ALL HOSTS

REPRINT RECEIPT

1	2	3	
 SWIPE/ENTER/INSERT	SELECT TRANS 8-REFUND 9-TIP ADJUST 10-BATCH TOTAL 11-BATCH REVIEW 12-REPRINT	REPRINT 1-LAST RECEIPT 2-ANY RECEIPT 3-LAST SETTLE RCPT 4-SETTLE HISTORY 5-LAST QR RECEIPT	
Press enter key	Select REPRINT	LAST RECEIPT-To print out latest transaction receipt ANY RECEIPT-To print out previous receipt based on the invoice number input LAST SETTLE RCPT-To print out latest settlement receipt SETTLE HISTORY-To Print out previous settlement according to the date and time shown	

SHORTCUT FUNCTION KEY – F1 REPRINT LAST / F2 DETAIL REPORT / F3 SUMMARY

**F1 BUTTON
REPRINT LAST**

REPRINT LAST
GREEN KEY->CONTINUE RED KEY->CANCEL

Press enter Key to reprint last transaction

**F2 BUTTON
DETAIL REPORT**

DETAIL REPORT
1-PRINT ALL HOSTS 2-PRINT ONE HOST

Select **PRINT ALL HOSTS** and press Enter key.

Every individual transaction will be printed out.

(Note: Once settlement is completed, the detail report on the previous batch cannot be printed.)

**F3
SUMMARY**

SUMMARY
1-PRINT ALL HOSTS 2-PRINT ONE HOST

Select **PRINT ALL HOSTS** and press Enter key.

Break down of every host transaction will be printed out.

(Note: Once settlement is completed, the summary on the previous batch cannot be printed.)



INGENICO TECHNICAL SUPPORT:	6380 0200
MERCHANT SERVICES (9AM-5PM):	6355 6850
24HR AUTHORISATION:	6253 2122
UNIONPAY SUPPORT:	6222 2635

For contact support, please prepare to provide the **8-digit terminal ID** before calling.

The **terminal ID** can be found at the back of the terminal. Please refer to the illustration on the right.



BASIC TROUBLESHOOTING			
NO.	ERROR	REMARKS	TO RESOLVE
1	ALERT IRRUPTION/ UNAUTHORIZED	TERMINAL FAULTY	*CONTACT HELPDESK TO ARRANGE FOR TERMINAL REPLACE
2	INACTIVE 25	HOST NOT ACTIVE	*CONTACT RESPECTIVE BANK
3	CONNECTION ISSUE	CABLE MIGHT DROP OUT	*TO CHECK IF PHONE LINE/IP CABLE/ SPLITTER IS SECURE PROPERLY
4	BLACK SCREEN	NO POWER	*TO CHECK IF POWER ADAPTER IS SECURE PROPERLY (FRONT, MIDDLE AND BACK) *TO CHECK IF POWER IS SWITCH ON (WALL PLUG, MULTI PLUG)