شركة الحمراني العالمية المحدودة
Alhamrani Universal Company Limited

ingenico® **QUICK REFERENCE GUIDE**

mada

| Operator's Transactions	To Initiate
PURCHASE * A data capture transaction that debits a cardholder's account in exchange for goods or services.	Enter the amount on Ready display then swipe, tap, or insert the card then key-in PIN, and then press ENTER.
PURCHASE with NAQD * A purchase where the amount of the transaction represents both the value of the goods or services and of a cash amount requested by the cardholder.	Press F1>New Trans>Purchase> PUR with NAQD. Enter Purchase and Cash amount> YES. Swipe or insert card, key-in PIN then press ENTER.
REVERSAL * Initiated by the retailer as cancel transaction to reverse the previous purchase transaction. Reversal time limit of 60 seconds.	After approved transaction, and on Ready display, while still counting down press CANCEL.
AUTHORIZATION * Online check of a cardholder's account before a purchase is made.	Press F1>New Trans>Authorization. Enter amount then press ENTER. Swipe or insert card.
PURCHASE ADVICE * Follow-up to an approved pre-authorization purchase transaction. The amount entered in this transaction supersedes that entered in the pre-authorization purchase**.** The completion of the authorization.	Press F1>New Trans>Purchase Advice. Enter amount then press ENTER. Swipe or insert card, key-in approval auth code, then press ENTER.
CASH ADVANCE * A manual cash disbursement.	Press F1>New Trans>Cash Advance. Enter amount then press ENTER. Swipe or insert card.
Supervisor Operations	**To Initiate**
REFUND * A data capture transaction that is initiated by the Retailer to credit the cardholder for a refund of goods or services, and to debit the retailer's account accordingly.	Press F1>New Trans>Refund. Enter amount. Swipe or insert card, key-in password, enter RRN, key-in PIN then press ENTER.
RECONCILLIATION * The supervisor should select this operation at the end of day, so that the totals will be validated against the bank totals since the last reconciliation operation.	Press F4 for reconciliation, key-in password then press ENTER.
SNAPSHOT BALANCES * The supervisor can perform this operation at any time to print the totals without resetting the totals.	Press F1> Batch> Snapshot.
RUNNING BALANCES * The supervisor should perform this operation at the end of each shift, so the totals will be reset and a fresh account starts for the next shift.	Press F1> Batch> Running.
PASSWORD CHANGE * The supervisor can perform this operation at any time to change the merchant password.	Press F1>Function. Key-in 90, enter old password, enter new password twice, and then press ENTER.

Receipt Paper Installation

Installation of the receipt thermal paper in the terminal.

1 Hold the terminal securely in one hand. With the other hand, and by using two fingers, lift the printer cover release as shown. Fully open the printer cover and remove the old roll of paper.
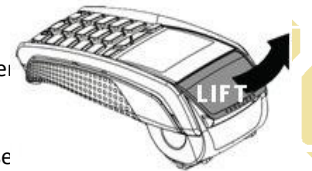
2 Unstick the end of the new roll. Leaving the end free, hold the paper roll and carefully place into the printer compartment.
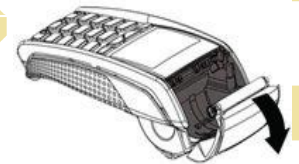
3 Holding the free end of the paper and your terminal, close the printer cover carefully and push firmly until it locks.
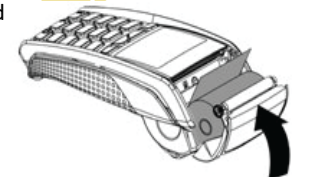
4 While your terminal is displaying the idle screen, press and hold the YELLOW button to ensure that the paper feeds correctly. Attempting to fit rolls of a different size may damage
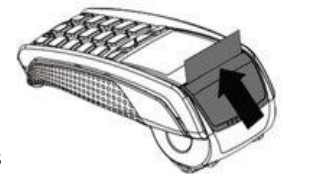
For any assistance please contact our Toll Free Hotline; 800-244-0109 or Contact your Bank.