

QUICK REFERENCE GUIDE



شركة الدمراني العالمية المحدودة
Alhamrani Universal Company Limited

INDUSTRY

Retail, Hotel and Restaurant

APPLICATION

AU POS MADA Application

TERMINAL

Ingenico iCT/iWL series

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Icon/Image	FUNCTION
	F1 – press to MAIN MENU
	F2 – press to scroll down or Merchant Function
	F3 – press to scroll up or Reprint Menu
	F4 – press for Reconciliation
	F Key – press to access the Telium Manager
	· Key – press to Change Language
	CANCEL – press to immediately stop the current activity and return to the idle screen.
	CLEAR – press to stop the current activity and restart the current activity, such as entering a password.
	ENTER – press to confirm and continue with the activity in progress.

Key Functions

Press the keys beneath the display to navigate your terminal’s menus.

Operator's Transaction

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 or insert the card then key-in PIN, and then press ENTER.
Purchase with Cashback * 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>Purchase+Cash. Enter Purchase and Cashback 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. Subject to acquirer bank.	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. Subject to acquirer bank.	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. Subject to acquirer bank.	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.
Reconciliation * 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.

Important Information

- ✓ REVERSAL transaction is always OFFLINE. ???
- ✓ No REVERSAL transaction for International Card Scheme (ICS).
- ✓ PURCHASE ADVICE transaction is always OFFLINE. ???
- ✓ PURCHASE with CASH BACK is only for SPAN chip card.
- ✓ CASH ADVANCE is not allowed for SPAN, MAESTRO and ELECTRON. ???

Sample Receipt and Retrieval Reference Number (RRN)

RRN is a 12 alphanumeric character reference supplied by the system retaining the original source information and used to assist in locating that information or a copy of it. RRN should always be printed in full on the POS receipt.

فندق مبارك
MUBARK HOTEL
شارع الهجرة، مكة
HEJRA ST.

15/01/2015 12:13:32

BANK 100070331302 5515036702104399
7011 000030 150367442209 → **RRN**

الشبكة السعودية للمدفوعات
SPAN

شراء
PURCHASE
508050*****9061 09/15
مبلغ الشراء

١,٠٠ ريال
PURCHASE AMOUNT
SAR0.01

مقبولة
APPROVED
تم التحقق من الرقم السري للبطاقة
CARDHOLDER PIN VERIFIED

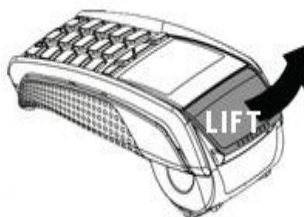
رمز الموافقة
447720
APPROVAL CODE

15/01/2015 12:33:55

شكرا لاستخدامكم مدى
THANK YOU FOR USING MADA
يرجى الاحتفاظ بالايصال
PLEASE RETAIN RECEIPT
*** نسخة التاجر ***
RETAILER COPY

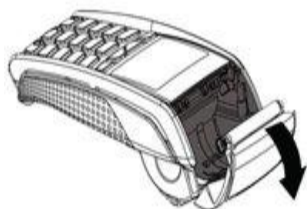
DIPPED 000 00000002201010 0000000000 E800
440302 40 9759F7203293F6FB

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.



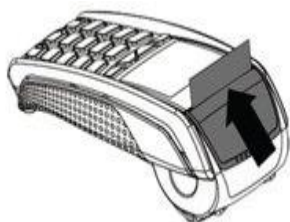
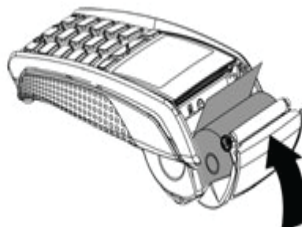
Receipt Paper Installation

Installation of the receipt thermal paper in the terminal.



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 your terminal.

Common Terminal Error Messages

MESSAGE	DESCRIPTION
PAPER OUT	Displayed when paper failure has been detected by the terminal.
WAITING FOR LINE / LINE IDLE	The telephone line is engaged or disconnected.
CARD ERROR	The card is swiped incorrectly, or the card reader is defective.
CARD FAIL	Displayed when the chip card has been inserted through the chip reader and no data is detected on the card.
TRAN NOT ALLOWED FOR CARD SCHEME / CARD SCHEME NOT SUPPORTED / UNSUPPORTED CARD	Displayed when an attempt has been made to process a transaction which is not allowed by the bank card scheme represented by card account number.
MANUAL ENTRY NOT ALLOWED	Manually entered card numbers are not allowed in this operation.
RETRY PIN / INCORRECT PIN / WRONG PIN	Displayed when an incorrect PIN has been entered.
EXPIRED CARD	The card is already expired, or the expiry date is incorrectly entered.
CARD BLOCKED	Displayed when the card is blocked.
PIN BLOCKED	Displayed when the offline PIN has been blocked.
TRIES LEFT : XX	Displayed when an offline PIN has been incorrectly entered. XX is the number of tries remaining.
AMOUNT / TRANS EXCEEDED	Displayed when the merchant attempted a transaction where the amount exceeded the upper limit for card scheme.
USER CANCELLED	Transaction cancelled by merchant.
CARD DECLINED	Transaction declined by card.
SETTLEMENT REQUIRED	Displayed when the terminal requires reconciliation.
RECONCILIATION UNSUCCESSFUL	Indicates that reconciliation at the terminal has successfully been completed but the terminal is out-of-balance.

