

Shortcut
F1 Button
(SETTLEMENT)

Shortcut
F2 Button
(VOID)

Shortcut
F3 Button
(REPORT)

RED
(CANCEL / EXIT)



Shortcut
F4 Button
(REPRINT)

Shortcut Button
(FUNCTION)

GREEN
(ENTER)

YELLOW
(DELETE)

NORMAL SALE TRANSACTION

- Enter the amount and press [ENTER].
- Please Tap or Insert or Swipe card
- Terminal display card number.
- Terminal processing receives host response
- Terminal display approve code
- Print Merchant copy
- Print Customer copy if needed
- Displays REMOVE CARD message then goes to idle mode
- Some chip cards may prompt for PIN entry (as shown below) during the transaction
- If PIN is required, enter card PIN

INSTALLMENT SALE TRANSACTION

- Press function **F4** then select void Credit
- Scroll to select the instalment period
- Enter the instalment amount by pressing **Enter**
- Terminal sends to the host for approval
- Terminal receives host response
- Print Merchant copy
- Print customer copy if needed
- Displays REMOVE CARD message

VOID TRANSACTION

- Press function **F2** and then select void Credit
- Enter Merchant password
- Enter invoice number of the original transaction
- Confirm amount to be voided by pressing **Enter**
- Terminal sends to the host for approval
- Terminal receives host response
- Print Merchant copy
- Print customer copy if needed

TIPS ADJUST

- Press function **F7** and then select **TIP ADJUST**
- Enter Merchant password
- Enter invoice number of the original transaction
- Enter tip amount then press **Enter** Or Press **Enter** without any amount for new Total amount entry
- Enter new amount then press **Enter**
- Confirm total amount by pressing **Enter**
- Terminal saves transaction adjustment
- Print Merchant copy / customer copy

REPRINT RECEIPT LAST TRAN / ANY TRAN / LAST SETTLE

LAST TRANSACTION	ANY TRANSACTION	LAST SETTLEMENT
<ol style="list-style-type: none"> Select F4 Button And then select LAST TRANSACTION 	<ol style="list-style-type: none"> Select F4 Button And then select ANY TRANSACTION Please Key invoice number and then Enter 	<ol style="list-style-type: none"> Select F4 Button And then select LAST SETTLEMENT

REPORT DETAIL & SUMMARY

DETAIL REPORT

- Press **F3** Button and then select **DETAIL**
- Select ALL HOST

SUMMARY REPORT

- Press **F3** Button and then select **SUMMARY**
- Select ALL HOST

CLOSING BATCH / SETTLEMENT

- Press **F1** Button
- Enter Merchant password
- Press **SETTLEMENT** then press **Enter** Select ALL HOST
- Terminal receives host response

REFUND

1. Press function **REFUND** and then select **REFUND**

2. Enter Merchant password

3. Swipe or manually entry card number or insert

4. Displays PAN if parameter-enabled. Press **Enter** to confirm

5. Enter the amount and tip (if any) and press **[ENTER]**

6. Confirm total amount by pressing **Enter**

7. Terminal receives host response

8. Print Merchant / customer copy

PRE-AUTH

1. Press function **PRE-AUTH** then select **PRE-AUTH**

2. Swipe or manually entry card number or insert

3. Enter the pre-authorized amount then press **Enter**

4. Terminal sends to the host for approval

5. Terminal receives host response

6. Print Merchant / customer copy

OFFLINE

1. Press function **OFFLINE** then select **OFFLINE**

2. Enter Merchant password

3. Enter the amount and tip (if any) and press **[ENTER]**

4. Swipe or manually entry card number or insert

5. Terminal receives host response

6. Print Merchant / customer copy

TRANSACTION RECEIPT

Sale	Refund	Instalment
 OCBC TEST TERMINAL123456 INGENICO TERMINAL MOVE 5000 GS TML - Production	 OCBC TEST TERMINAL123456 INGENICO TERMINAL MOVE 5000 GS TML - Production	 OCBC TEST TERMINAL123456 INGENICO TERMINAL MOVE 5000 GS TML - Production
TID# 64010043 MID# 000000093018101 BATCH# 000003 INVOICE# 000007 STAN# 000018	TID# 64010043 MID# 000000093018101 BATCH# 000003 INVOICE# 000008 STAN# 000020	TID# 11345601 MID# 00000011345601 BATCH# 000001 INVOICE# 000006 STAN# 000016
SALE 4265 88** **** 3888 C VISA EXP: **/** 15/08/17 18:12:00 APPR CODE 181200 REF NUM 181200170815 APP VISA AID : A0000000031010 TC : 451772816EDAESC6 TVR : 0080008000 AMT:SGD 50.00	REFUND 4265 88** **** 3888 C VISA EXP: **/** 15/08/17 18:14:36 APPR CODE 181436 REF NUM 181436170815 APP VISA AID : A0000000031010 TC : F9D08342E433782D TVR : 0080008000 AMT:SGD 5.00	INSTALMENT 4265 88** **** 3888 C VISA EXP: **/** 15/08/17 18:10:29 APPR CODE 181029 REF NUM 181029170815 APP VISA AID : A0000000031010 TC : 86B1BAF3415C3F92 TVR : 0080008000 AMT:SGD 500.00
TIP: _____ SIGN: _____ I AGREE TO PAY THE ABOVE TOTAL AMOUNT ACCORDING TO CARD ISSUER AGREEMENT OCBC rev:1.0.0 ***** MERCHANT COPY *****	SIGN: _____ I AGREE TO PAY THE ABOVE TOTAL AMOUNT ACCORDING TO CARD ISSUER AGREEMENT OCBC rev:1.0.0 ***** MERCHANT COPY *****	SIGN: _____ I authorize the Bank to debit my card account each monthly instalment amount as stated above. I understand that the Bank will continue to debit the monthly instalment from my card account, regardless of any dispute between the merchant and myself relating to the goods/services purchased. I am aware that should I cancel the instalment plan, I must make full payment of the full balance purchase price, and I have to pay an administrative fee of \$20.00. I accept that the use of my card shall be governed by Interest-Free Instalment Plan Terms and Conditions. OCBC rev:1.0.0 ***** MERCHANT COPY *****

Performing a Chip Transaction

1. Identify a chip card.
2. Begin a transaction by selecting it from the terminal idle menu or by directly inserting the chip card into the terminal's smart reader slot.
3. When prompt "SWIPE//INSERT CARD", insert the chip card into the smart card reader slot with the chip facing up.
4. Push the card into the reader until you feel a click.
5. If the terminal does not respond, check the position of the chip and re-insert into the slot again.
6. If the terminal still does not respond or displays error message, the chip may be damaged. Please refer to the "Troubleshooting" section for handling error messages.
7. If the card is successfully read, complete the transaction according to the terminal prompts.
8. Remove the chip card when prompt at the end of the transaction.

WARNING!

1. DO NOT remove the chip card from the terminal slot during transaction.
2. Remove the chip card only when the terminal prompts it at the end of the transaction.

IMPORTANT KEYS

- Cancel/Exit Key: to exit from current menu, to cancel key inputs.
- Enter Key: to confirm key inputs and select the icon
- Clear/Backspace Key: This is used to erase wrong key input.

IMPORTANT CONTACT INFORMATION

24-Hrs OCBC Authorization	6535 9733
Merchant Hotline	6530 1652
Email: MerchantRelations_CreditCards@ocbc.com	
Ingenico Technical Support	6380 0200

TERMINAL INFORMATION



For Technical Support, please provide your terminal ID ready before calling the helpdesk.

The Terminal ID can be found at the back of the terminal, please refer to illustration on the right.