

## **PROCESSING TRANSACTIONS ON I5100 – QUICK REFERENCE GUIDE WHEN USING ELAVON CREDIT**

- For 24/7 Bilingual support for terminal or Debit/Credit functions call 1-877-552-5563 (Option #2)
- Online statements available at: [www.tangarinepayments.net](http://www.tangarinepayments.net)
- THIS QUICK REFERENCE GUIDE IS FOR ALL MERCHANTS THAT ARE USING **ELAVON (NOVA)** TO PROCESS THEIR CREDIT CARDS AS THIS IS A DIFFERENT SOFTWARE TYPE. IF YOU ARE UNSURE WHO YOU ARE USING CALL 1-877-552-5563 OPTION 1.

<b>DEBIT CARD &amp; CREDIT CARD TRANSACTIONS – Select Emergis</b>		<b>OTHER OPTIONS</b>	
<p><b><u>Debit Purchase</u></b></p> <ol style="list-style-type: none"> <li>1. Swipe Card</li> <li>2. Enter Amount and press <b>OK</b></li> <li>3. If Cash Back is desired enter amount</li> <li>4. If No Cash Back press <b>OK</b></li> <li>5. Press <b>OK</b>, pass pin pad to customer</li> <li>6. After transaction completed, you will be prompted to print a second copy of the receipt. Press <b>OK</b> for a second receipt, or <b>CAN</b> to not print the second copy.</li> </ol> <p><b><u>Void Debit Purchase</u></b> <i>(Can only be performed on the same day and batch as original transaction)</i></p> <ol style="list-style-type: none"> <li>1. Scroll down and select <b>SALE VOID</b></li> <li>2. Enter Manager Password (111111)</li> <li>3. Select <b>DEBIT</b></li> <li>4. Enter the <b>TRANS #</b> from the original receipt</li> <li>5. Verify the information on the screen and press <b>OK</b></li> <li>6. Press <b>OK</b></li> <li>7. Follow the on-screen instructions</li> </ol>	<p><b><u>Credit Purchase</u></b></p> <ol style="list-style-type: none"> <li>1. Swipe Card</li> <li>2. Enter amount</li> <li>3. Press <b>OK</b></li> </ol> <p><b><u>Manual Credit Card Purchase</u></b></p> <ol style="list-style-type: none"> <li>1. Press <b>SALE</b></li> <li>2. Press <b>CREDIT</b></li> <li>3. Enter amount and press <b>OK</b></li> <li>4. When prompted to swipe the card, simply press the appropriate numbers to enter the card number manually</li> <li>5. Enter Expiry Date</li> </ol> <p><b><u>Credit VOID</u></b></p> <ol style="list-style-type: none"> <li>1. Scroll down and select <b>SALE VOID</b></li> <li>2. Enter Manager Password (111111)</li> <li>3. Select <b>CREDIT</b></li> <li>4. Enter the <b>TRANS #</b> from the original receipt</li> <li>5. Verify the information on the screen and press <b>OK</b></li> </ol> <p><b><u>Credit Refund</u></b></p> <ol style="list-style-type: none"> <li>1. Scroll down and select <b>REFUND</b></li> <li>2. Enter Manager Password (111111)</li> <li>3. Select <b>CREDIT</b></li> <li>4. Enter the amount then press <b>OK</b></li> <li>5. Verify the information on the screen and press <b>OK</b></li> </ol> <p><b><u>Tip Adjust Sale</u></b></p> <ol style="list-style-type: none"> <li>1. Press <b>Tip Adjust</b></li> <li>2. Enter the <b>sequence number</b> from the transaction</li> <li>3. Enter the <b>TIP AMOUNT</b></li> <li>4. Press <b>OK</b></li> <li>5. Press <b>CAN</b> to return to the main screen</li> </ol>	<p><b><u>Enable Clerk Id's</u></b></p> <ol style="list-style-type: none"> <li>1. Press <b>Admin</b></li> <li>2. Select <b>TERMINAL CONFG</b></li> <li>3. Enter Manager Password (111111)</li> <li>4. Press <b>OK</b> until you see <b>CLERK ID</b></li> <li>5. Press <b>F1</b> for <b>YES</b></li> <li>6. Continue pressing <b>OK</b> until you are back at the <b>CONFIG – SELECT</b> screen</li> <li>7. Press the red <b>CAN/ANN</b> button until you are back at the main screen</li> </ol> <p><b>*Please note – if this is set up then Clerk ID is required to be entered when doing a sale.</b></p> <p><b><u>Viewing Unsettled Transactions</u></b></p> <ol style="list-style-type: none"> <li>1. Press <b>Admin</b></li> <li>2. Select <b>REPORTS</b></li> <li>3. Select <b>TERM TOTALS</b></li> <li>4. Enter Manager Password (111111)</li> </ol> <p><b><u>Viewing Incomplete Pre-Auth Trans</u></b></p> <ol style="list-style-type: none"> <li>1. Press <b>Admin</b></li> <li>2. Select <b>REPORTS</b></li> <li>3. Select <b>INCOMP PRE-AUT</b></li> <li>4. Select either <b>ALL</b> or <b>DATE</b> to define the scope of the report.</li> </ol> <p><b><u>Viewing Unsettled Transactions</u></b></p> <ol style="list-style-type: none"> <li>1. Press <b>Admin</b></li> <li>2. Select <b>REPORTS</b></li> <li>3. Select <b>CLOSED TOTALS</b></li> <li>4. Enter Manager Password (111111)</li> <li>5. Select either <b>ALL</b> or <b>BATCH#</b> to define the scope of the report</li> </ol>	<p><b><u>Viewing Totals by Clerk ID</u></b></p> <ol style="list-style-type: none"> <li>1. Press <b>Admin</b></li> <li>2. Press <b>REPORTS</b></li> <li>3. Select <b>CLERK TOTAL</b></li> <li>4. Select either <b>CLERK</b> to view a specific clerk's totals, or <b>ALL</b> to view the totals of all clerks * Please note that the <b>CLERK TOTAL</b> report will list each individual clerk's tip amounts as well as the transactions that they performed.</li> </ol>
<p><b><u>Balancing Procedures</u></b> <b>End Of Day Batch Out</b></p> <ol style="list-style-type: none"> <li>1. Press <b>Admin</b></li> <li>2. Press <b>REPORTS</b></li> <li>3. Select <b>CLOSE BATCH</b></li> <li>4. Enter Manager Password (111111)</li> <li>5. Select <b>YES</b> to close the batch.</li> <li>6. Select <b>DEBIT, CREDIT, or ALL</b> *Please note that if you select <b>ALL</b> and have no transactions of one type, you will receive a NO TRANSACTIONS FOUND ERROR. Press <b>OK</b> and the transactions that you do have will batch normally.</li> </ol>			