

# PROCESSING TRANSACTIONS ON I5100 – QUICK REFERENCE GUIDE - EMERGIS

For 24/ 7

Bilingual Technical and Administration  
support for your terminal call:

**1-877-552-5563**  
(Option #2)

Online Statements: [www.tangarinepayments.net](http://www.tangarinepayments.net)

## SWITCHING BETWEEN DEBIT, CREDIT AND GIFT CARD

### Switching from Debit & Credit to Gift

1. At main screen, press **F2**
2. Select **EMERGIS** or **GIFT CARD** from the list.

## DEBIT CARD & CREDIT CARD TRANSACTIONS – Select Emergis

### Debit Purchase

1. Swipe Card
2. Enter Amount and press **OK**
3. If Cash Back is desired enter amount
4. If No Cash Back press **OK**
5. Press **OK**, pass pin pad to customer
6. After transaction completed, you will be prompted to print a second copy of the receipt. Press **OK** for a second receipt, or **CAN** to not print the second copy.

### Void Debit Purchase

*(Can only be performed on the same day and batch as original transaction)*

1. Scroll down and select **SALE VOID**
2. Enter Manager Password (111111)
3. Select **DEBIT**
4. Enter the **TRANS #** from the original receipt
5. Verify the information on the screen and press **OK**
6. Press **OK**
7. Follow the on-screen instructions

### Balancing Procedures

#### End Of Day Batch Out

1. Press **Admin**
2. Press **REPORTS**
3. Select **CLOSE BATCH**
4. Enter Manager Password (111111)
5. After the terminal prints up the Host Totals, select **YES** to close the batch

### Credit Purchase – Retail Setting

1. Swipe Card
  2. Enter amount
  3. Press **OK**
- \*If in restaurant mode this will be done as a Pre-Auth trans. if no tip amount is entered in for original sale. Remember to close all Open Pre-auths before you batch

### Manual Credit Card Purchase

1. Press **SALE**
  2. Press **CREDIT**
  3. Enter amount and press **OK**
  4. When prompted to swipe the card, simply press the appropriate numbers to enter the card number manually
  5. Enter Expiry Date
- \*See note above if done as a pre-auth

### Credit VOID

1. Scroll down and select **SALE VOID**
2. Enter Manager Password (111111)
3. Select **CREDIT**
4. Enter the **TRANS #** from the original receipt
5. Verify the information on the screen and press **OK**

### Credit Refund

1. Scroll down and select **REFUND**
2. Enter Manager Password (111111)
3. Select **CREDIT**
4. Enter the amount then press **OK**
5. Verify the information on the screen and press **OK**

### Pre-Auth Sale

1. Press **PRE-AUTH Sale**
2. Press **OK**
3. Swipe card
4. Enter amount
5. Press **OK** if total is correct

### Sale Completion

1. Select **Pre-Auth Comp**
2. Enter the on-screen prompts

## OTHER OPTIONS

### Enable Clerk Id's

1. Press **Admin**
  2. Select **TERMINAL CONFG**
  3. Enter Manager Password (111111)
  4. Press **OK** until you see **CLERK ID**
  5. Press **F1** for **YES**
  6. Continue pressing **OK** until you are back at the **CONFIG – SELECT** screen
  7. Press the red **CAN/ANN** button until you are back at the main screen
- \*Please note – if this is set up then Clerk ID is required to be entered when doing a sale.

### Viewing Incomplete Pre-Auth Trans

1. Press **Admin**
2. Select **REPORTS**
3. Select **INCOMP PRE-AUT**
4. Select either **ALL** or **DATE** to define the scope of the report.

### Viewing Unsettled Transactions

1. Press **Admin**
2. Select **REPORTS**
3. Select **CLOSED TOTALS**
4. Enter Manager Password (111111)
5. Select either **ALL** or **BATCH#** to define the scope of the report

### To change the terminal from IP to DIAL

From the main screen

1. press **ADMIN**
2. select **OTHER**
3. press **TERMINAL CONFG**
4. enter the manager password (default is 111111) then press **OK**
5. select **COMM**
6. select **DIAL**
7. press **OK** until you return to the **CONFIG** menu
8. press **CANCEL** to return to the main screen

### To enter the phone number and initialize the terminal for DIAL

From the main screen

1. press **ADMIN**
2. select **OTHER**
3. select **TERMINAL INIT**
4. enter the manager password (default is 111111) then press **OK**
5. enter the host phone number 1-800-616-7552 then press **OK**
6. the terminal will say **RETAIN SETTINGS** select **YES**.

The terminal is now properly setup to dial over the phone line.