

PROCESSING TRANSACTIONS ON I7910- 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

SWITCHING BETWEEN DEBIT, CREDIT & GIFT CARD

Switching from Debit & Credit to Gift

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

DEBIT & CREDIT CARD TRANSACTIONS – Select Emergis

FINANCIAL TRANSACTIONS – CREDIT

Credit Sale (When Sale is Default Transaction)

1. From idle screen > Swipe credit card
2. If echo card set > verify card number > **OK**
3. If 4 digits set > 4 digits of card > **OK**
4. Transaction amount > **OK**
5. If tip set > **OK** > hand terminal to customer
6. Customer > tip option (**Yes** | **No**) (if **No** > hand terminal back to merchant)
7. Customer > enters tip > **OK**
8. Customer > verifies amounts > **OK**
9. Customer > **OK** > hands terminal back to you
10. **SENDING, RECEIVING...**
11. Detach 1st receipt copy > **OK** > detach 2nd copy

Credit Refund

1. From idle screen > Use ▼ > highlight **REFUND** > **OK**
2. Password > **OK**
3. Debit / credit selection > **Credit**
4. Transaction amount > **OK**
5. Enter credit card (swiped or manual)
6. **SENDING, RECEIVING...**
7. Detach 1st receipt copy > **OK** > detach 2nd copy

Credit Sale Void

1. From idle screen > Use ▼ > highlight **SALE VOID** > **OK**
2. Password > **OK**
3. Debit / credit selection > **Credit**
4. Transaction number of the original receipt > **OK**
5. Verify transaction to void > **OK**
6. **SENDING, RECEIVING...**
7. Detach 1st receipt copy > **OK** > detach 2nd copy

➔ A credit sale void can void a credit sale, forced post or pre-auth completion

Credit Refund Void Credit Forced Post

1. From idle screen > Use ▼ > highlight **FORCED POST** > **OK**
2. Authorization number (from card issuer) > **OK**
3. Transaction amount > **OK**
4. Enter credit card (swiped or manual)
5. **SENDING, RECEIVING...**
6. Detach 1st receipt copy > **OK** > detach 2nd copy

Initial Pre-authorization (When Sale is Default Transaction)

1. From idle screen > Use ▼ > highlight **PRE-AUTH** > **OK**
2. Skip pre-auth reference number > **OK**
3. Enter credit card (swiped or manual)
4. Transaction amount > **OK**
5. **SENDING, RECEIVING...**
6. Detach 1st receipt copy > **OK** > detach 2nd copy

Pre-authorization Completion

1. From idle screen > Use ▼ > highlight **PRE-AUTH COMP** > **OK**
2. Pre-auth reference number (original transaction) > **OK**
3. Verify previous total and card number > **OK**
4. Final transaction amount > **OK**
5. **SENDING, RECEIVING...**
6. Detach 1st receipt copy > **OK** > detach 2nd copy

FINANCIAL TRANSACTIONS – DEBIT

➔ Clerk ID, tip and surcharge are optional prompts that appear if configured

Debit Sale (When Sale is Default Transaction)

1. From idle screen > Swipe debit card
2. Transaction amount > **OK**
3. Cashback amount > **OK**
4. **OK** > hand terminal to customer
5. Customer > tip option (**Yes** | **No**)
6. Customer > enters tip if **Yes** was selected > **OK**
7. Customer > verifies amounts > **OK**
8. Customer > debit account (**Chq** | **Sav/Ep**)
9. Customer > PIN > **OK**
10. **SENDING, RECEIVING...**
11. Customer > views response and hands terminal back to you
12. Detach 1st receipt copy > **OK** > detach 2nd copy

Debit Sale Void

1. From idle screen > Use ▼ > highlight **SALE VOID** > **OK**
2. Password > **OK**
3. Debit / credit selection > **Debit**
4. Transaction number of the original receipt > **OK**
5. Verify transaction to void > **OK**
6. **OK** > hand terminal to customer
7. Customer swipes debit card
8. Customer > verifies amount > **OK**
9. Customer > debit account (**Chq** | **Sav/Ep**)
10. Customer > PIN > **OK**
11. **SENDING, RECEIVING...**
12. Customer > views response and hands terminal back to you
13. Detach 1st receipt copy > **OK** > detach 2nd copy

OTHER OPTIONS

Host or Terminal Totals

1. From idle screen > **ADMIN** > **REPORTS**
2. Use ▼ > highlight report: **TERMINAL TOTAL** or **HOST TOTALS** > **OK**
3. If prompted > Password > **OK**
4. If host connection > **SENDING, RECEIVING...**
5. **PRINTING...**

Close Batch

1. From idle screen > **ADMIN** > **REPORTS**
2. Use ▼ > highlight **CLOSE BATCH** > **OK**
3. If prompted > Password > **OK**
4. Close batch (**Yes** | **No**) (if **No** > idle)
5. **SENDING, RECEIVING...**
6. **PRINTING...** > close batch status report

Transaction Inquiry

1. From idle screen > **ADMIN** > **REPORTS**
2. Use ▼ > highlight report: **TRANS INQUIRY** > **OK**
3. If prompted > Password > **OK**
4. Transactions to print (**All** | **Date**)
5. If **Date** selected > date (yyyymmdd) > **OK**
6. **PRINTING...**

Incomplete Pre-auth Inquiry

1. From idle screen > **ADMIN** > **REPORTS**
2. Use ▼ > highlight report: **INCOMP PRE-AUT** > **OK**
3. If prompted > Password > **OK**
4. Transactions to print (**All** | **Date**)
5. If **Date** selected > date (yyyymmdd) > **OK**
6. **PRINTING...**

Closed Totals Inquiry

1. From idle screen > **ADMIN** > **REPORTS**
2. Use ▼ > highlight report: **CLOSED TOTALS** > **OK**
3. If prompted > Password > **OK**
4. Transactions to print (**All** | **Batch #**)
5. If **Batch #** selected > batch number > **OK**
6. **PRINTING...**

Reprint Last Receipt / Report

From idle screen > **ADMIN** > **2**
PRINTING...