

Quick Reference Guide

Restaurant Application

Ingenico Tetra
United States





TIPS FOR PROCESSING

- Press **ENTER** to access the Main Menu from the idle screen
- To scroll through the menu, use the up and down arrows
- Select the number that corresponds to the menu option of choice or press **ENTER** when the selection is highlighted



ENTER / YES



BACKSPACE /
DELETE



CANCEL /
BACK / NO



The following prompts may appear depending on terminal setup, card type and/or entry method.

Debit Cash Back Prompts:

- Select **YES** for cash back or **NO** to bypass
- Enter cash back amount and press **ENTER**
- Select **ACCEPT** to confirm amount or **CHANGE** to return to previous screen

Invoice/Ticket Prompt:

- Enter Invoice or Ticket # and press **ENTER**

Manually-Keyed Security Prompts:

- Enter the CW2 code and press **ENTER**
- Select **YES** or **NO** to indicate card presence
- Enter the address and press **ENTER**
- Enter the zip code and press **ENTER**

Purchasing, Business, or Commercial Card Prompts:

- Press **2** for Purchasing Card
- Enter the Customer PO Number and press **ENTER**
- Enter the Tax Amount and press **ENTER**

- If prompted, select **YES** if Tax Exempt

Server Prompts:

- Enter Server ID and press **ENTER**
- If prompted, select **YES** to Add Server ID
- If prompted, enter Server Name and press **ENTER**



CREDIT/DEBIT SALE

- Select **SALE**
- Select **CREDIT** or **DEBIT**
- If prompted, enter password and press **ENTER**
- Enter the base amount and press **ENTER**
- Select **TIP AMOUNT**, **TIP %**, or **NO TIP**
- If prompted, select **Tip %** from list or select **OTHER**
- If prompted, enter Tip Amount or Tip Percentage and press **ENTER**
- Swipe, insert, or tap card, or manually enter the account # and press **ENTER**
- If manually keyed, enter the expiration date and press **ENTER**
- Select **ACCEPT** to confirm amount or **CHANGE** to change the amount
- If prompted, enter PIN or press **ENTER** to Bypass
- If prompted, enter the last 4 digits of the account # and press **ENTER**
- If prompted “Approved: \$xx.xx, AMOUNT DUE: \$xx.xx,” select **CONTINUE** and then collect remaining amount due with a different card or another form of payment, or select **CANCEL** to reverse the authorization and cancel the transaction.



CREDIT/DEBIT SALE (CONT'D)

(The transaction processes and a Merchant Copy of the receipt prints)

- Select **YES** to print Customer Copy
- If manually keyed, Imprint Card and press **ENTER**

TIP ADJUSTMENT

- Select **TIP ADJUSTMENT**
- Select **ALL**, **REFERENCE #**, **SERVER#**, **INVOICE/PO #**, **ACCOUNT #**, **CUSTOMER #**, **RRN**, or **APPROVAL CODE**
- Locate the transaction to adjust (by scrolling through the list of transactions or entering the selected criterion) and press **SELECT**
- Enter Tip Amount and press **ENTER**
- Select **ACCEPT** to confirm adjustment
- Select **YES** or **NO** at “Adjust Another?”



CREDIT/DEBIT RETURN

- Select **RETURN**
 - Select **CREDIT** or **DEBIT**
 - If prompted, enter password and press **ENTER**
 - Enter the base amount and press **ENTER**
 - Swipe, insert, or tap card, or manually enter the account # and press **ENTER**
 - If manually keyed, enter the expiration date and press **ENTER**
 - If prompted, select **YES** to Confirm Amount or **NO** to cancel transaction
 - Select **ACCEPT** to confirm amount or **CHANGE** to change the amount
 - If prompted, enter PIN and press **ENTER**
 - If prompted, enter the last 4 digits of the account # and press **ENTER**
- (The transaction processes and a Merchant Copy of the receipt prints)
- Select **YES** to print Customer Copy
 - If manually keyed, Imprint Card and press **ENTER**



CREDIT AUTHORIZATION ONLY

- Select **AUTH ONLY**
 - Enter the base amount and press **ENTER**
 - Swipe, insert, or tap card, or manually enter the account # and press **ENTER**
 - If manually keyed, enter the expiration date and press **ENTER**
 - Select **ACCEPT** to confirm amount or **CHANGE** to change the amount
 - If prompted, select **YES** to Confirm Amount or **NO** to cancel transaction
 - If prompted, enter PIN and press **ENTER**
 - If prompted, enter the last 4 digits of the account # and press **ENTER**
- (The transaction processes and a Merchant Copy of the receipt prints)
- If manually keyed, imprint card and press **ENTER**



CREDIT/DEBIT VOID

- Select **VOID**
 - Select **ALL**, **REFERENCE #**, **CLERK #**, **INVOICE/PO #**, **ACCOUNT #**, **CUSTOMER #**, **RRN**, or **APPROVAL CODE**
 - Locate the transaction to void (by swiping the card or entering the selected search criterion) and press **SELECT**
 - Select **YES** to Confirm Void or **NO** to cancel transaction
 - If prompted, enter **PIN** and press **ENTER**
- (The transaction processes and a Merchant Copy of the receipt prints)
- Select **YES** to print Customer Copy



CREDIT FORCE

- Select **OTHER**
 - Select **FORCE**, then **CREDIT**
 - Enter the base amount and press **ENTER**
 - Select **YES** to Confirm Void or **NO** to cancel transaction
 - Select **TIP AMOUNT**, **TIP %**, or **NO TIP**
 - If prompted, select **Tip %** from list or select **OTHER**
 - If prompted, enter Tip Amount or Tip Percentage and press **ENTER**
 - Swipe, insert, or tap card, or manually enter the account # and press **ENTER**
 - If manually keyed, enter the expiration date and press **ENTER**
 - Select **ACCEPT** to confirm amount or **CHANGE** to change the amount
 - If prompted, enter PIN and press **ENTER**
 - If prompted, enter the last 4 digits of the account # and press **ENTER**
 - If prompted, select **YES** or **NO** to indicate card presence
 - Enter the approval code and press **ENTER**
- (The transaction processes and a Merchant Copy of the receipt prints)
- Select **YES** to print Customer Copy
 - If manually keyed, imprint card and press **ENTER**



SETTLEMENT

- Select **SETTLEMENT**
- Select **YES** to Close Batch and Deposit Funds or **NO** to cancel settlement
- Select **ACCEPT** to confirm batch totals or **CANCEL** to cancel settlement
- The Settlement processes and the Settlement Report prints

REPRINT

- Select **OTHER**
- Select **REPRINT**
- Select **LAST RECEIPT** or **SEARCH**
- If Search is chosen:
 - Select **ALL**, **REFERENCE #**, **CLERK #**, **INVOICE/PO #**, **ACCOUNT #**, **CUSTOMER #**, **RRN**, or **APPROVAL CODE**
 - Locate the transaction to void (by swiping the card or entering the selected search criterion) and press **SELECT**
- Select **MERCHANT COPY**, **CUSTOMER COPY**, or **BOTH**
- The selected receipt(s) will print



OPEN TAB

- Select **TAB**
 - Select **OPEN**
 - Enter tab amount and press **ENTER**
 - Swipe, insert, or tap card, or manually enter the account # and press **ENTER**
 - If manually keyed, enter the expiration date and press **ENTER**
 - If prompted, select **YES** to Confirm Amount or **NO** to cancel transaction
 - If prompted, enter PIN and press **ENTER**
 - If prompted, enter the last 4 digits of the account # and press **ENTER**
- (The transaction processes and a Merchant Copy of the receipt prints)
- Select **YES** to print Customer Copy



CLOSE TAB

- Select **TAB**
- Select **CLOSE**
- Select **ALL**, **REFERENCE #**, **SERVER #**, **ACCOUNT #**, **CUSTOMER #**, **RRN**, or **APPROVAL CODE**
- Locate the tab to close (by swiping the card or entering the selected search criterion) and press **SELECT**
- Select **ACCEPT** to confirm amount or **CHANGE** to change Tab Amount
- If prompted, select **YES** to Confirm Amount or **NO** to cancel transaction
- Select **TIP AMOUNT**, **TIP %**, or **NO TIP**
- If prompted, select Tip % from list or select **OTHER**
- If prompted, enter Tip Amount or Tip Percentage and press **ENTER**
- Select **ACCEPT** to confirm amount or **CHANGE** to change the Amount*
(The transaction processes and a Merchant Copy of the receipt prints)
- Select **YES** to print Customer Copy

* May require card to be inserted



DELETE OPEN TAB

- Select **TAB**
- Select **DELETE** or **DELETE ALL**
- If **DELETE ALL**, press **YES** to confirm or **NO** to return to the Tab Menu
- If **DELETE**, select **ALL**, **REFERENCE #**, **SERVER #**, **INVOICE/PO #**, **ACCOUNT #**, **CUSTOMER #**, **RRN**, or **APPROVAL CODE**
- Locate the tab to delete (by swiping the card or entering the selected search criterion) and press **SELECT**
- Select **ACCEPT** to Confirm Delete or **NO** to return to the Tab Menu

PRINT OPEN TAB REPORT

- Select **OTHER**
- Select **REPORTS MENU**
- Select **OPEN TABS**
- Select **ALL SERVERS** or **SINGLE SERVER**
- If **SINGLE SERVER**, enter server ID and press **ENTER**
- The selected information will print



ADD SERVER

- Press the **ADMIN** key
- Enter password and press **ENTER**
- Select **SERVER MENU**
- Select **ADD ID**
- Enter server ID and press **ENTER**
- If prompted, enter Server Name and press **ENTER**
- Select **YES** to Add Another server or **NO** to return to the Server Menu

DELETE SERVER

Batch must be closed before deleting server IDs.

- Press the **ADMIN** key
- Enter password and press **ENTER**
- Select **SERVER MENU**
- Select **DELETE ID**
- Select **ALL** or **ONE**
- If ALL, select **YES** to confirm
- If ONE, enter Server ID and press **ENTER**



PRINT SERVER ID LIST

- Press the **ADMIN** key
- Enter password and press **ENTER**
- Select **SERVER MENU**
- Select **PRINT ID LIST**
- The list will print

PRINT BATCH DATA BY SERVER ID

- Select **OTHER**
- Select **REPORTS MENU**
- Select **SERVER**
- Select **ALL SERVERS** or **SINGLE SERVER**
- If **SINGLE SERVER**, enter server ID and press **ENTER**
- The selected information will print

PRINT/DISPLAY BATCH DATA

- Select **OTHER**
- Select **REPORTS MENU**
- Select **DETAIL** or **SUMMARY**
- Select **PRINT** or **DISPLAY**
- If prompted, select sort method: **REFERENCE #**, **INVOICE #**, or **CARD TYPE**
- The selected information will print or display
- If **DISPLAY** is selected, press **CANCEL** to return to the Reports Menu



HOST TOTALS

- Press the **ADMIN** key
- Enter password and press **ENTER**
- Select **BATCH MENU**
- Select **HOST BATCH INQUIRY**
- Select **PRINT** or **DISPLAY**
- The selected information will print or display
- If **DISPLAY** is selected, press **ENTER** to return to the main display

VIEW BATCH HISTORY

- Press the **ADMIN** key
- Enter password and press **ENTER**
- Select **BATCH MENU**
- Select **VIEW HISTORY**
- Select **BATCH #**, **ALL**, or **LAST BATCH**
- If prompted, select sort method: **REFERENCE #**, **INVOICE #**, or **CARD TYPE**
- The selected information will display
- Press **CANCEL** to return to the Batch Menu



VIEW BATCH TOTALS

- Press the **ADMIN** key
- Enter password and press **ENTER**
- Select **BATCH MENU**
- Select **BATCH TOTALS**
- The selected information will display
- Press **ENTER** to return to the Batch Menu

CREATING ALPHA LETTERS

- Press the number that corresponds with the letter that needs to be entered.
Continue to press key until desired letter appears.