

Quick Reference Guide

Ingenico

- DESK/5000
- DESK/5000 with IPP315 PIN Pad
- MOVE/5000

Getting Started

To help you get started, this Quick Start Terminal Guide outlines some of the most common transactions for the Ingenico terminal solutions.

For more information and guides, visit: chase.ca/merchantservices

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DESK/5000






Keyboard functionality

- 1 The functions key accesses the different application menus.
- 2 The red key cancels the transaction or function in progress.
- 3 The yellow key deletes the last character.
- 4 The green key accepts or confirms the action. It is also used to switch on the terminal.
- 5 Advance paper feed.

How to plug in your DESK/5000:

- To Power Supply
- To Cable Mount
- To Phone Line
- To Internet



▶ **Note:** To turn ON the terminals, press []. To turn OFF the terminals, press and hold [] and the [] at the same time. To recharge the battery, connect a supported wall or car charger to the power supply port, or place the terminal on the charging base.

▶ **Note:** Insert the supplied zip tie, or screw (not provided), through the cable mount and affix the device to a flat surface.

DESK/5000 with IPP315



Keyboard functionality

- 1 The functions key accesses the different application menus.
- 2 The red key cancels the transaction or function in progress.
- 3 The yellow key deletes the last character
- 4 The green key accepts or confirms the action. It is also used to switch on the terminal.
- 5 Advance paper feed.

MOVE/5000



Keyboard functionality

- 1 The functions key accesses the different application menus.
- 2 The red key cancels the transaction or function in progress.
- 3 The yellow key deletes the last character
- 4 The green key accepts or confirms the action. It is also used to switch on the terminal.
- 5 Advance paper feed.

How to plug in your DESK/5000 with IPP315

- To Power Supply
- To Cable Mount
- To Phone Line
- To Internet



How to connect and/or charge your MOVE/5000

- USA A (not applicable)
- USA B (TSI)
- To Internet
- To Power supply





How to Process Basic Transactions

Below are some common transactions to help you start processing right away. For additional transactions, download the full guide at: chase.ca/merchantservices (available February, 2019)


Sale

Perform a credit or debit card sale transaction when the card is present.


Display	DESK/5000 / MOVE/5000
Idle Screen	Press 
SALE Enter Sale Amount: \$ 0.00	Key in amount and press []




What the customer sees

CHASE **SALE**




\$0.05
Tap/Insert/Swipe
Taper/Inserer/Glisser




Customer is prompted to Swipe/Insert/Tap




- Customer confirms the sale amount
- Selects Chequing or Savings (Debit Only)
- Enter PIN and press []
- While terminal connects, do not remove card

For contactless (tap) transactions, the customer holds their card over the terminal until the reader flashes and/or beeps.

Receipt prints and approval is displayed
Press [] to print the customer copy


Return/Refund

Perform a return to refund money to a cardholder's account from a sale completed in a closed batch (e.g., previous day).


Display	DESK/5000 / MOVE/5000
Idle Screen	Press 
RETURN	Enter Manager Password Enter Manager password and press []
RETURN	Enter Return Amount Key in Amount and press []




What the customer sees

CHASE **RETURN**




\$0.05
Tap/Insert/Swipe
Taper/Inserer/Glisser




Customer is prompted to Swipe/Insert/Tap


- Customer confirms the refund amount
- Selects Chequing or Savings (Debit Only)
- Enter PIN and press []
- While terminal connects, do not remove card

For contactless (tap) transactions, the customer holds their card over the terminal until the reader flashes and/or beeps.

Receipt prints and approval is displayed
Press [] to print the customer copy

Void

Perform a void to reverse a credit or debit sale, force, or return transaction and prevent any funds from transferring from the cardholder's account. Only available for transactions in the current batch (e.g., same day).

Display	DESK/5000 / MOVE/5000
Idle Screen	Press 
Void Pre-Auth (if applicable) Yes/No	Press [1] for Yes to void an open pre-auth, or [2] for No and follow screen prompts. Note: This prompt appears even when there are no open pre-auth transactions.
SEARCH MENU	
1 – All	Press [1] to search all the transactions in the batch
2 – Reference #	Press [2] to search transactions by the reference number
3 – Clerk #	Press [3] to search transactions by the clerk/server number
4 – Invoice #	Press [4] to search transactions by the invoice number
Acct: XXX Ref: X	Review the transaction to delete
Auth: XXX	Press [F4] to select the transaction to void
TR: Credit Sale Total: XX.XX 1/4 [↓] Select	
Confirm Void \$XX.XX Yes/No	Confirm the amount to be voided Press [F1] for Yes or [F4] for No
APPROVED XXXXXX Press []	Receipt prints and approval is displayed Press [] to print the customer copy Terminal returns to Main Menu

More Information and Support

Below is some helpful information about transactions and functions on away. For additional transactions, download the full guide at: chase.ca/merchantservices (available February, 2019)

Other Transactions

Scroll through the screens to navigate to the transaction/function you wish to perform. Press the GUI to start the transaction or function.

Access Reports

Scroll through the screens to navigate to the transaction/function you wish to perform. Press the GUI to start the transaction or function.

Reprint a Receipt

Scroll through the screens to navigate to the transaction/function you wish to perform. Press the GUI to start the transaction or function.

Set a Password

Call our 24/7 Merchant Support and we can outline your options for password settings and help you set-up passwords for your terminals. Once set-up, this security feature requires a password to be entered to perform specific transactions on the terminal such as refunds and voids.

Settling the Batch

Your terminal batch contains all the daily transactions that need to be settled. Settlement is the process of managing your electronic payment transactions so they clear through the payment brands and are then funded to your banking account.

For the Ingenico terminals, there are two settlement options:

- Manual Settlement
- Auto Settlement

Manual Settlement

If your terminal is set to Manual Close, press [] to access the Main Menu, use the scroll keys to navigate to Settlement and press [] to select. Then follow the prompts displayed on the terminal display.

Timed Auto Settlement **

If your terminal is set to Timed Auto Settle, it will automatically settle transactions in the current batch at a specific, predetermined time, within a 24-hour period. If the terminal is unplugged or turned off before the set time, the auto settlement will occur when the terminal is turned on again.

The Information You Need, When You Need it.

For Guides and Helpful Information:

chasepaymentech.ca/welcome

Call Merchant Support 24/7:

1.800.265.5158



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