

## ICT220 - Quick Reference Guide

#### Credit/Debit Sale

- 1. Press 1 SALE
- 2. Select 1 for CREDIT OR 2 FOR DEBIT
- 3. Input the sale amount and press ENTER
- 4. Confirm amount by pressing F1 or ENTER for yes or F4 or CANCEL for no
- 5. Swipe, insert, or tap\* card, or manually enter the account # and press ENTER\*\*
- 6. For swiped and chip cards, the transaction will process and print a receipt
- \* Do NOT remove the chip card until directed so by the prompts on the display. Doing so will cause a duplicate transaction along with a settlement failure.
- \*\* Some prompts may vary based on the terminal setup.

#### Refund

- 1. Press 2 RETURN
- 2. If prompted, enter password \*\*\*\*\* and ENTER
- 3. Select 1 for CREDIT
- 4. Input amount and press ENTER
- 5. IMPORTANT! Confirm amount F1 or ENTER for yes or F4 or CANCEL for no
- 6. Swipe, insert, or tap\* card, or manually enter the account # and press ENTER\*\*
- 7. Enter expiration date (XXXX) ENTER
- 8. If prompted, enter password \*\*\*\*\* and ENTER Select ALL to view all transactions, 2 Reference to use reference number from receipt, or 3 Approval Code)
- \* Do NOT remove the chip card until directed so by the prompts on the display. Doing so will cause a duplicate transaction along with a settlement failure.
- \*\* Some prompts may vary based on the terminal setup.

## **Manually Keyed Security Prompts**

- 1. Input expiration date (XXXX) and press ENTER
- 2. Select YES to indicate card present
- 3. Input CVV code or press ENTER to bypass
- 4. Input numerical street address and press ENTER or press ENTER to bypass
- 5. Input zip code and press ENTER or press ENTER to bypass
- 6. Transaction will process and print a receipt

## Reprint Receipt

- 1. Press 8
- 2. Select 2 REPRINT
- 3. Select 1 for last receipt or 2 to search

### Detail/Summary Reports

- 1. Press 8
- 2. Select 1 REPORTS
- 3. Select 1 to view or 2 to reprint
- 4. Select 1 for Detail or 2 for Summary
- 5. Select 1 to print or 2 to display



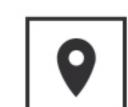
(800) 386-0711



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#### Settlement

- 1. Be sure to print report
- 2. Press 7
- 3. if prompted, enter password \*\*\*\*\* ENTER 4. Select F1 or ENTER to close batch

- 5. Accept totals by pressing F16. ENTER through next screen (gift cards)

#### **Forced Transaction**

(only use after obtaining voice authorization)

- 1. Press 4 FORCE
- 2. Select 1 for CREDIT
- 3. Input amount and ENTER
- 4. To confirm, press F1 or ENTER
- 5. Swipe, insert, or tap\* card, or manually enter the account # and press ENTER\*\*
- 6. Enter expiration date (XXXX) ENTER
- 7. Select YES to indicate card present
- 8. Input approval code and press ENTER
- \* Do NOT remove the chip card until directed so by the prompts on the display. Doing so will cause a duplicate transaction along with a settlement failure.
- \*\* Some prompts may vary based on the terminal setup.

#### Void a Transaction

(must be unclosed batch)

- 1. Press 3 VOID
- 2. If prompted, enter password \*\*\*\*\* and ENTER
- 3. Select ALL, Reference #, or Approval Code
- 4. Locate transaction you wish to void
- 5. Select the correct transaction

VERY IMPORTANT: Select F1 on terminal to confirm the void

## Daily Batch Reports

(If your terminal auto settles, this report will automatically print)

- 1. Press 8
- 2. Select REPORTS menu
- 3. Press 1 for Detail or 2 for SUMMARY
- 4. Select 1 to view or 2 to print

#### Obtain a Voice Authorization

For ALL cards

- 1. Call 1.800.834.0409
- 2. Your Merchant ID is:
- 3. Please obtain an authorization code and follow the steps for a forced transaction.

WARNING: Do NOT enter transaction as a normal sale.



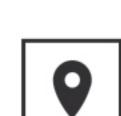
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## **AVS Response Codes**

#### Visa Codes

- Y Address & 5-digit or 9-digit ZIP match (Domestic only)
- A Address matches, ZIP code does not
- S AVS not supported at this time (Domestic only)
- R Issuer's authorization system is unavailable, try again later (Domestic only)
- U Unavailable AVS system unavailable or issuer does not support AVS.
- Z Either 5-digit or 9-digit ZIP matches, address does not or not included in request
- N Neither the ZIP, nor the address matches

### **Mastercard Codes**

- Y Exact, all digits match, 5-digit ZIP Code
- A Address matches, ZIP code does not
- S AVS not supported at this time
- R Retry, system unable to process
- U Unavailable AVS system unavailable or issuer does not support AVS.
- Z 5-digit ZIP matches, but address does not
- N Neither the ZIP, nor the address matches
- W For U.S. addresses, 9-digit ZIP code matches, but address does not; for address outside U.S., ZIP code matches, but address does not
- X Address and 9-digit ZIP code matches

## **Discover Codes**

- Y Address only matches
- A Address and 5-digit ZIP code match
- S AVS not supported at this time
- U Unavailable AVS system unavailable or issuer does not support AVS.
- Z 5-digit ZIP matches, but address does not
- W No data from issuer
- X Address and 9-digit ZIP code matches

#### American Express Codes

- Y Yes, address and ZIP codes are both correct
- A Address only is correct
- S AVS not supported at this time
- R System unavailable; retry
- U Unavailable AVS system unavailable or issuer does not support AVS.
- Z Zip Code only is correct
- N Neither the ZIP nor the address matches



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