

Ingenico Aqua

Terminal Guide

Check Transaction Procedure

John Smith 123 Anywhere Street America, USA 12345	Home Phone # Work Phone #	Auth Code Driver's License #	Date: 77058
Pay To The Order Of:			Dollars
Memo:			

Name must be imprinted by bank and signature must match. No P.O. box (write physical address if necessary.)

Driver's License #, Authorization #, and home phone # must be written on check.

Check series # must 101 or higher. No counter checks accepted.

Check must be written on U.S. account. No altered Checks.

Check Sale

1. Select "GETICHECK"
2. Press 1 for conversion.
3. Terminal will display "Scan Check" – Scan check through reader.
4. Terminal will display "Enter Check Amount" – Key in check amount and press *Enter*.
5. Terminal will display "Swipe/Enter DL # or press Enter" – Key in the DL number and press *Enter*.
6. Terminal will display the default state (option 1) or other (option 2).
7. Press 1 for instate checks, press 2 for out of state checks and enter the state code on the following screen.
8. The terminal will dial in to authorize the check, printing a receipt once authorized.

IMPORTANT

Merchant retains signed copy and customer receives copy with check.
Customer must sign and print name and phone number on front of merchant's receipt.

To Void a Check

1. Select "GETICHECK".
2. Press and hold the *Blue Arrow* key while pressing the number 3.
3. Press 4 for void.
4. Select the method in which you would like to void. Select between "Last Transaction" or "Search". Selecting "Last Transaction" will void the most recent transaction processed in the open batch. Selecting "Search" will give you the option to search by All, Ref #, Account, or Invoice #.
5. Once selected, verify the transaction displayed is the transaction you wish to void by pressing and holding the *Blue Arrow* key while pressing the number 1.
6. The terminal will dial in to void the transaction, printing a receipt once voided.

IMPORTANT

Any voids or corrections after batch out will require a merchant reversal.

State Codes

01-AL	11-DC	19-IA	27-MN	35-NM	44-RI	53-WA	65-NF	66-GU
02-AK	12-FL	20-KS	28-MS	36-NY	45-SC	54-WV	NS-NS	Guam
04-AZ	13-GA	21-KY	29-MO	37-NC	46-SD	55-WI	68-ON	
05-AR	14-PR	22-LA	30-MT	38-ND	47-TN	56-WY	69-PE	78-VI
06-CA	15-HI	23-ME	31-NE	39-OH	48-TX	61-AB	70-PQ	Virgin Is.
08-CO	16-ID	24-MD	32-NV	40-OK	49-UT	62-BC	72-YT	
09-CT	17-IL	25-MA	33-NH	41-OR	50-VT	63-MB		99-ML
10-DE	18-IN	26-MI	34-NJ	42-PA	51-VA	64-NB		Military ID

Customer Service: 888-481-0757 Fax: 850-337-9518
Technical Support: 800-933-0064 Fax: 718-799-5870

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How to Batch and Image Upload

Batch Close

1. Select "GETICHECK".
2. Press and hold the *Blue Arrow* key while pressing the number 3.
3. Press 6 for Settlement.
4. Terminal will display "Confirm Settlement". Press and hold the *Blue Arrow* key while pressing the number 1.
5. Terminal will dial in to settle the open batch, printing a summary report once complete. If you want to print a detailed report, press and hold the *Blue Arrow* key while pressing the number 1 once summary report is complete.

IMPORTANT

Terminal must be batched out every night prior to midnight.

Image Upload

1. Select "GETICHECK"
2. Press and hold the *Blue Arrow* key while pressing the number 3.
3. Press 8 for Image Upload.
4. Terminal will dial in to upload the images.

IMPORTANT

* Phone number must be on check.
* If using an imager, the phone number must be on the Check before imaging.

CHECK READER MESSAGES

MANAGER NEEDED-RE-PRESENTED CHECK: This means that the check was already seen by the system or has been processed. Merchant needs to override the transaction for a receipt to print. To Override, press *Enter* when prompted to "Override"

- 1) Terminal will display "Manager Needed, REPRESENTED CHECK, PRESS ENTER"
- 2) Press *Enter*, or wait for the screen to time out.
- 3) Terminal will display "OVERRIDE?" Warning, YES NO.
- 4) Hold the *Blue Arrow* key and press the 1 key for yes.
- 5) Terminal will dial in to complete the override, then display the Auth Code on the screen and print a receipt.

NO ACH: NO ACH is a valid authorization response, it simply means that the check was determined to be ineligible for electronic processing. You can accept that check as a form of payment, simply write the 6 digit approval code that followed NO ACH on the face of the check along with the DL number and phone number and manually present the check for deposit at your bank. Should the check be dishonored by the bank, the check will be guaranteed in accordance with the contract / service.

ERROR IN MICR: This message informs the merchant that the terminal cannot read the check numbers by the magnetic ink provided. The check cannot be verified. The merchant has the option to manually deposit the check if they choose to. If this consistently happens with several checks by different banks, please contact technical support. It should also be noted that other electronic devices emit an electromagnetic field that may interfere with the reader's ability to read the magnetic ink. It is recommended to place the check reader one foot away from any other device.

ID FLAGGED: This message is to inform the Merchant that the check has been declined due to a problem with the customer's I.D or account. OVERRIDE only for your most frequent customers. These checks are not guaranteed.

DECLINED CHECK: The message is to inform the merchant that the check has been declined due to a problem with the customer's I.D or account. THIS CANNOT BE APPROVED OR OVERRIDDEN.

ERROR IN ID: Check default state to ensure the correct state code was entered. Check to see if DL# has a letter and enter the corresponding letter with the DL#.

CHECKS NOT ACCEPTED FOR ELECTRONIC PROCESSING

*Temporary Checks * Cashier's Checks *Third Party Checks
*Credit card checks * Money Orders *Payroll Checks

*Checks written to employees or self

*Payable Through/Equity Line/Loan Checks

*Checks drawn on banks outside of USA

*Corporate checks that are not ACH-able (terminal will determine eligibility).

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