iCT/iWL Terminal
How to use your terminal
The basics

Chip and PIN cards

Insert the card with the chip facing up and towards the terminal.

If the card has been inserted the wrong way or there is a problem with the chip, the terminal will prompt you to remove the card and insert again.

Swiping a card

The card should be swiped with the black magnetic stripe facing the terminal.

Make sure the bottom of the card runs firmly along the bottom of the card swipe and the card is swiped at an even speed.

Try not to swipe too slow as this can sometimes cause problems with the terminal reading the card.
Connectivity

When using a portable or mobile terminal, the strength of the connection will be shown on the display.

Portable
The display will show that the terminal is connected to the base, the signal strength and base’s serial ID.
If the B is blue, then the handset is within range and connected.
If the B is red, there is no signal, or the serial ID is missing. Move the handset within range of base to ensure handset is ‘paired’ to base station.

Mobile
The display will show the network used and the type of connection. If a GPRS signal can’t be found the terminal may show GSM; as long as the symbol is green you will have a connection. If the GPRS or GSM symbol is not green, you have no network connection and the signal bars should be ignored.

IP network
For terminals using IP connectivity, if green, this symbol indicates if the IP network is connected and available.

Phone icon
When attempting to gain a connection, the phone icon will be raised.
Making a sale

From the “READY” prompt, enter the amount and press the green ENTER button.

The terminal will ask for the card to be inserted. If your terminal is set up to accept contactless transactions, the symbol will show on the display.

Hand the terminal to the cardholder – they should insert their card into the reader and enter their PIN (or tap for *contactless).

The terminal will now connect for authorisation. If approved, the cardholder receipt will be printed.

Tear off the receipt and press the green ENTER button.

If it’s a chip and PIN transaction, you will be prompted to remove the card and return it to cardholder.

Your merchant receipt will then print – please make sure you keep this.

Press the green ENTER button – the terminal will return to the READY display and the transaction is complete.

*See – Additional Functionality – Contactless

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**Important:** After both the cardholder and merchant receipts are printed, if for any reason you need another copy you can press the MENU button.
Taking a refund

At the “READY” display, press the red MENU button. This will list several options. Choose REFUND and press the green ENTER button.

Key in the refund amount and press the green ENTER button.

Insert the card.
The terminal will then prompt you to enter your four-digit Supervisor Code, followed by the green ENTER button.

The terminal will now connect for authorisation. If authorisation is given, your merchant receipt will be printed off – make sure you retain this copy.

Tear off the receipt and press the green ENTER button. If it’s a chip and PIN transaction, you will be prompted to remove the card and return it to cardholder.

The Merchant receipt should be signed by yourself and the cardholder. If the signature is OK press the green ENTER button.

The cardholder receipt will then print off.

Press the green ENTER button – the terminal will return to the READY display, the transaction is now complete.
Reconciling your terminal

You’ll need to complete an end-of-day reconciliation report every day during your “Banking Window”. This will improve your cash flow and ensure settlement of the correct amount into your account. Failure to do so could result in split settlement batches or delayed funds.

At the “READY” display, press the MENU button twice. Select Totals and press the green ENTER button.

Select “End-of-Day Banking” and press the green ENTER button.

The terminal will ask you to enter your four-digit Supervisor Code, followed by the green ENTER button.

At the EFT prompt, press the green ENTER button. The terminal will connect, confirm totals and print your Reconciliation report.

Tear off the report and press the green ENTER button to complete. If you want to reprint the report you can press the MENU button.

SYSTEM MENU
Totals
Print Function Codes
Select Function

TOTALS MENU
End-of-Day Banking
Z-Totals
X-Totals

EFT
End-of-Day Banking?
Enter=Yes Clear=No

Tear off
TOTALS RECEIPT
Press ENTER if OK
Press MENU to Reprint
### Your reconciliation report

#### BANKING TOTALS

**MERCHAND NAME**

**STREET**

**TOWN**

**MRCH NO.** 123456

**TERMINAL ID.** 63509456

**WORLDPAY TOTALS AGREED**

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<table>
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<table>
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<tr>
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<td><strong>TOTAL</strong></td>
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<tr>
<td>1</td>
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<td>0.00CR</td>
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**Gratuities**

If you are enabled for Gratuities, when you complete a reconciliation report you’ll also be prompted to print a ‘Waiter Total’ showing the number and value of Gratuities accepted.

**17:48 24/04/14 40IF:76 RECEIPT 0017**
Performing additional reports

You can also complete additional reports by following the same steps as on page 6. Z and X totals – these have no bearing on funds you will receive, but are useful if you need, for example, a weekly total of transactions (Z report) or specific shift periods (Y).

Z-Totals
This will provide you with a report of all transactions taken since you last performed a Z-Total, and reset these totals to zero.

X-Totals
This will provide you with a report of all transactions taken since you last performed a Z-Total, but will not reset these totals.

Additional functionality

There are additional functions available on your terminal, some of which may only be enabled if they are part of your contract with us. To access the additional features, press MENU and select the function you require:

Gratuities

Gratuities allow your customers to leave a tip when making payment. The cardholder will be asked if they wish to add a gratuity. They’ll then enter the value and their PIN to confirm the total amount. The number and value of gratuities taken will be detailed on your Reconciliation report.

Pre-authorisation

Pre-authorisations are used predominantly for customer check-in at hotels. The Pre-Auth function will gain authorisation and secure the funds on the card – but a transaction will not be processed. At checkout, the transaction will need to be processed, and you’ll need to perform a Completion. When Completion is selected on the terminal, you will be asked to enter the Auth Code that appeared on the original Pre-Auth.
If the final Completion amount is over 15% more than the original Pre-Auth, then an additional Pre-Auth for the increased amount should be requested (e.g. Pre-Auth completed for £100, final checkout bill is £200. The original Pre-Auth will cover up to £115, so an additional Pre-Auth of £85 needs to be requested).

For the Completion and to process the transaction, the original Pre-Auth Code, plus the additional Pre-Auth Code (where required) should be entered.

*Contactless*

Contactless lets cardholders pay with a tap of their card. If your terminal is enabled for contactless payments the terminal will display a flashing green light above the top left of the display. The cardholder simply taps their card on the display panel instead of entering a PIN. If you have a terminal with a separate PIN Pad, the contactless reader is located in the PIN Pad, not the terminal. The number and value of contactless transactions will be detailed as a separate subtotal on your reconciliation report.

**Duplicate receipt**

You can print off a duplicate of the last printed receipt by choosing “Duplicate Receipt”. During a transaction when either the Merchant or Cardholder receipts are printed, you can also print an additional copy by pressing the MENU button.

**Mail or telephone order**

You can accept payments by mail or telephone order via your terminal if this is specified in your contract with us. If in any doubt, check your contract or call us on 08457 61 62 63 before accepting a transaction.

This function is not initiated via the Menu. Instead, after entering the amount, simply key in the card number and follow the prompts. This will include confirming the customer is not present and entering the three-digit Security Code (on the back of the card) and the Post Code/Address numerics.

For further information, please contact the help desk on: 08457 61 62 63 – UK 01 702 5845 – ROI 20044687 – GIB
To make sure your terminal operates effectively, always take care to:

✔ Place the terminal on a flat, supported surface
✔ Avoid locating it near anything that radiates heat
✔ Keep it away from any wet environments

**Important:** To ensure that your terminal has the latest software and security updates, it is important that you keep it connected to power and phone line/broadband 24 hours a day.

Want to see for yourself how to complete simple terminal processes? View our range of videos at www.worldpay.com/uk/support-sme-support/card-machine-support
Getting in touch

If you have any queries or issues, our UK-based Helpdesk is there for you 24/7 – every day of the year.

Getting in touch

Just call us on: 08457 61 62 63 – UK
01 702 5845 – ROI
20044687 – GIB

Stay supplied with tally rolls and accessories

Your terminal comes with a couple of tally rolls, so you can start accepting transactions straight away. However, we’d recommend you order some more as these may not last very long. You can order new rolls and other terminal accessories, online or by phone, from:

http://worldpay.ncr.com/index.jsp or call:
0800 289 666 – UK
00800 9899 2000 – ROI
20044687 - GIB
Monday to Friday 08.30 – 17.30

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